

AGENCY IT PLANS (as of 12/01)

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## Accountancy Board, Arizona

### Description

The Accountancy Board regulates the profession of certified public accountants (CPAs) and public accountants (PAs) by ensuring that registrants conduct themselves in accordance with the Board statutes and rules, in order to protect the public from misstated or misleading financial statements and reports, upon which business decisions are made. The board processes applications and administers the semiannual American Institute of Certified Public Accountants (AICPA) Uniform CPA Examination; certifies applicants for licensure as Arizona CPAs and public accountants; registers accounting firms owned by CPAs and public accountants; and reviews applications for biennial renewal of certificates to determine compliance with the Board's laws and rules.

### IT Vision

The Board's vision for the IT program is directly related to its three major goals set forth in the Strategic Plan. The Board envisions having the technology to improve its ability to protect the public and serve and regulate its registrants. In its vision is the ability to have staff on-site to provide the technical support to maintain the Board's entire database on the LAN system. In addition the staff would have the expertise to maintain current information on the website for public edification.

The Board envisions having the financial ability to keep up with technological change offered in the market place. With financial support the Board will take advantage of technological progress to serve the ever increasing numbers of registrants, firms and the growing state population with a level of efficiency that will not lag in spite of the growth factors. The public will be allowed access to the information it seeks and the staff will be able to respond to a myriad of requests by utilizing the equipment available to it to quickly access the agency database.

### IT Mission

The Accountancy Board's IT mission is to maintain a level of information technology in the area of equipment, software and staffing that enables the Board to protect the public and serve its registrants with efficiency and economy. The Board requires equipment, software and staff that has the ability to maintain a data base of examination candidates and a history file of grades earned, Arizona Certified Public Accountants and their registered firms and complaints received and all Board actions relative to those complaints. Also, the Board needs the ability to provide fast and efficient exchange of information with other agencies and organizations, allow for access to public records and keep accurate financial records.

**Goal # 1** To maintain in-house database system for examination applications, certifications, registration renewals for individual and firms, and disciplinary actions.

**Objective # 1** To process all examination applications.

#### Performance Measures

	FY02	FY03	FY04
<b>1 Staff enters all names, addresses and other necessary information from examination applications.</b>	1	1	1
Status : In Process			

<b>2 Produce examination site seating roster</b> Status : In Process	1	1	1
<b>3 Export examination applicants' information to testing service.</b> Status : In Process	1	1	1
<b>4 Import grades from testing service and produce all necessary reports.</b> Status : In Process	1	1	1
<b>5 Verify with testing services accuracy of grades and information received.</b> Status : In Process	1	1	1
<b>6 Examination applicants receive correct grades on grade release day</b> Status : In Process	1	1	1

**Objective # 2** To process certification applications and registration renewals for individuals and firms.

<b>Performance Measures</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Staff enter all necessary information for certified public accountants and firms.</b> Status : In Process	1	1	1
<b>2 Annual roster listing all certificated public accountants and firms.</b> Status : In Process	1	1	1
<b>3 Information is accurate and available to the public.</b> Status : In Process	1	1	1
<b>4 Query database for information on certified public accountants and/or firms for use in reports.</b> Status : In Process	1	1	1
<b>5 Accurate information in database.</b> Status : In Process	1	1	1

**Objective # 3** Track complaints received by the Board of Accountancy.

<b>Performance Measures</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Staff entering all new complaints.</b> Status : In Process			
<b>2 From database, producing board and committee agendas that are accurate and sanitized.</b> Status : In Process	1	1	1
<b>3 Query database for information regarding all aspects of a complaint or continuing professional education deficiencies.</b> Status : In Process			
<b>4 Records confirm due process in each step of the complaint process.</b> Status : In Process			
<b>5 Track all complaints, continuing professional education audits and resulting disciplinary actions.</b> Status : In Process			

**Goal # 2** To maintain and improve agency's website.

**Objective # 1** To improve appearance of website.

**Performance Measures**

- 1 **Better design will be user friendly and will result in fewer phone calls from people who have been to the website.**

Status : In Process

FY02	FY03	FY04
1	1	0

**Objective # 2** To improve dissemination of agency information on web site.

**Performance Measures**

- 1 **To reduce postage costs for mailings and forms to increase efficiency add several Accountancy Board forms to the web site.**

Status : In Process

FY02	FY03	FY04
1	1	0

- 2 **To add searchable database of certified public accountants and firms to the web site.**

Status : In Process

FY02	FY03	FY04
1	1	0

- 3 **To receive fewer phone calls and letters requesting agency information available on the website.**

Status : In Process

FY02	FY03	FY04
1	1	0

**Goal # 3** To provide agency access to professionals with technological knowledge to maintain and enhance the agency's database for examination applications, certification, registration renewal for individuals and firms, and complaint files on the LAN system. In addition, the professionals would have the expertise to maintain and improve the agency's website to allow the public access to pertinent information.

**Objective # 1** To seek authority and the necessary appropriation to hire contract consultants to be available for trouble-shooting computer problems on the LAN and for designing and maintaining the agency's web-site.

**Performance Measures**

- 1 **To contract with consultant for network maintenance.**

Status : In Process

FY02	FY03	FY04
1	1	1

- 2 **To contract with consultant for website maintenance and design.**

Status : In Process

FY02	FY03	FY04
1	1	0

- 3 **To contract with consultant for accounting software upgrades.**

Status : In Process

FY02	FY03	FY04
1	1	1

**Objective # 2** To seek appropriation and personnel authority to hire an FTE to maintain and enhance the database utilized for exam applications, certification and registration renewal for individuals and firms.

**Performance Measures**

- 1 **To hire an FTE.**

Status : On Hold

FY02	FY03	FY04
0	0	1

**Goal # 4** To develop a visionary plan that would allow the agency to stay ahead of the technological curve.

**Objective # 1** To develop a system for evaluating and acquiring current information technology (equipment and software).

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Budget and appropriate monies for replacement of outdated equipment and software.</b> Status : In Process	1	1	1
<b>2</b>	<b>Develop and adhere to an equipment replacement plan.</b> Status : In Process	1	1	0
<b>3</b>	<b>Develop and adhere to a replacement schedule for software applications.</b> Status : In Process	1	1	0
<b>4</b>	<b>To develop policies and procedures regarding information technology security.</b> Status : In Process	1	1	1

**Goal # 5** To invest in information technology training of staff.

**Objective # 1** To offer comprehensive training of staff as required to maximize utilization of information technology.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>To increase knowledge of staff by having them attend three software application classes.</b> Status : In Process	1	1	1
<b>2</b>	<b>To have in house resources available for staff.</b> Status : On Hold	0	0	1

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed	41				
Total	41				

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed	1				
Total	1				

## **\*Acupuncture Examiners Board**

### **Description**

The Board licenses and regulates acupuncturists, auricular acupuncturists for detoxification or substance abuse programs, and visiting professors. The Board evaluates professional competency, investigates complaints, and enforces the standards of practice for the acupuncture profession.

### **IT Vision**

Use information technology to support the agency's mission to protect the health, safety and welfare of the citizens of Arizona by regulating and maintaining standards of practice in the field of acupuncture.

### **IT Mission**

To provide quality customer service to the citizens of Arizona and the licensees/certificate holders regulated by the Board. Quality services represents time-efficiency for resolving issues; professionalism; maintaining information and providing information regarding related issues and referrals to other State agencies and satisfaction of services rendered.

**Goal # 1** The agency has a goal to achieve a computer system, including databases, which will reduce the amount of paper storage; determine timeframe information; increase information distribution and public awareness; and expedite the services offered to the public.

**Objective # 1** Implement computer systems and modify the agency's database system to be efficient for tracking timeframe information and other data necessary to provide information to the public.

#### **Performance Measures**

**FY02 FY03 FY04**

- 1 By February 2001, implement computer system and database**  
Status : In Process
- 2 End User training for new system by end of FY 2001**  
Status : In Process
- 3 Old PC upgraded and repaired by end of FY 2001**  
Status : In Process

\* Last year's plan.

# Administration, Arizona Department of

## Description

ADOA is comprised of the Director's Office and seven divisions including Financial Services, General Services, Human Resources, Information Services, Management Services, Strategic Administrative Services, and Capitol Police. Each division consists of programs (usually defined by major functional area). Each program within the divisions provides services. ADOA has defined 76 major services that are provided to the external customers and 33 services that are provided internally to ADOA. In addition to defining these 109 services, ADOA has further assessed them based on the necessity of the service to the customer. Thus, ADOA has defined 23 (enabling) services that are critical to the customer's ability to function.

## IT Vision

ADOA strives to be the provider of choice for service -driven, seamless information technology solutions.

## IT Mission

ADOA provides effective and efficient information technology infrastructure and support services to enable ADOA and other government agencies, state employees, and the public to achieve their goals.

**Goal # 1** Use information technology to assist the Agency in improving customer service.

**Objective # 1** ATS1: Arizona Telecommunications System (ATS) Expanded Service Delivery

By June 2003, the Arizona Telecommunications System is accepted as the "preferred provider" for high quality telecommunications services.

Performance Measures		FY02	FY03	FY04
1	ATS will reduce the cycle time it takes to complete a customer's request for service on a percentage basis. Status : In Process	20	30	40
2	ATS will account and recover all defined costs for the delivery of ATS products/services on a percentage basis. Status : In Process	65	85	100
3	ATS will define telecommunication standards to minimize each customers investment costs and optimize the operational value of network services. Status : In Process	100	100	100
4	Number of County Seats having High Bandwidth Telecommunication Services at the end of each Fiscal Year. Status : In Process	5	5	5

- Objective # 3** IPC1: Data Center Consolidation-Phase 1  
By November 30, 2000, consolidate the Department of Revenue Data Center into the ADOA IPC using logical partitioning and channel extension capabilities.  
By January 31, 2001, consolidate the Department of Transportation.

Performance Measures		FY02	FY03	FY04
1	<b>Reduce the number of State Mainframe Data Centers by two.</b> Status : In Process	2	2	2

- Objective # 4** CRC1: -TO BE DETERMINED-

By April 1, 2001 Create a Customer Response Center for managing and handling computing and telecommunications incidents that are the responsibility of ADOA. ADOA will sponsor and develop a Customer Response Center to mo

Performance Measures		FY02	FY03	FY04
1	<b>Number of customer problems that are resolved during the first call by the new Customer Response Center.</b> Status : In Process			

- Objective # 5** 9-1-1: Wireless 9-1-1 Communications Services

Wireless carriers must provide automatic number identification (ANI) and cell site information for 9-1-1 calls to Public Safety Answering Points (PSAPs). Phase 1 requires that carriers must provide a valid call back number and cell site address.

Performance Measures		FY02	FY03	FY04
1	<b>Cost to the State to build out the Wireless 9-1-1 Infrastructure throughout the State.</b> Status : In Process	21,656,544	29,715,202	999

- Objective # 6** ADOA-GITA SW5: IT Disaster Recovery

By October 30, 2002, ADOA ISD will provide a Priority 1 Disaster Recovery capability for the ADOA Data Center and all of its customers.

Performance Measures		FY02	FY03	FY04
1	<b>A functioning "Hot Site" capability for the ADOA Data Center provided by a private sector company.</b> Status : In Process	0	1	1

- Objective # 7** HRIS-Replace current HRMS application.

During FY 2002, a vendor will be selected to provide the solution requested by Request for Proposal #02-0182 which detailed the requirements for the HRIS Solution. The vendor selection will be completed by mid-second quarter, 2002, and it is expected that the vendor will begin work immediately after final approval by ITAC and the JLBC. The goal is to complete the implementation of the new HRIS application by January 1, 2003.

Performance Measures		FY02	FY03	FY04
1	<b>A new State Human Resources system that meets the needs of the agencies. (Measured in annual costs.)</b> Status : In Process	2,900,000	5,300,000	8,000,000



**Objective # 8** HRIS: Acquire Data Warehouse.  
 This project is on hold for FY 2003/2003 because the appropriate funding was not approved. During FY 2003 a budget issue, Project Investment Justification, and Request for Proposal will be developed for this project.

Performance Measures		FY02	FY03	FY04
1	<b>Availability of an information resource, a data warehouse that will capture data in order to facilitate improved management practices and decision support.</b>	0	1	0
Status : In Process				

**Objective # 9** CD5: ADOA Business Continuity Plan

Restore Priority One Applications on an alternate processing site system by June 30, 2003.

ADOA will develop a business continuity plan. The plan will allow ADOA to weigh the costs of different service restoration alternatives.

Performance Measures		FY02	FY03	FY04
1	<b>A written plan for continuing essential business operations in the event of a disaster.</b>	1	3	5
Status : In Process				

**Objective # 10** CD6: ADOA Electronic Service Delivery

During FY2002, clarify opportunities for using the Internet to deliver ADOA services to citizens, stakeholders, employees and other government entities.

During FY2002, implement the prioritized list of electronic service delivery opportunities.

Performance Measures		FY02	FY03	FY04
1	<b>Ten (10) functioning web based services and or applications that deliver improved results to customers.</b>			
Status : In Process				
2	<b>Higher service ratings on annual customer surveys.</b>			
Status : In Process				

**Objective # 11** CPD1: By June 2001, improve card access customer service in Phoenix by replacing the MDI card access preparation equipment. for Phoenix employees.

FY2003 - Install new card access badge preparation equipment for the Tucson operations.

Performance Measures		FY02	FY03	FY04
1	<b>Available and functioning MDI Security System.</b>	5000	30,000	10,000
Status : Complete				

**Objective # 12** FSD8: By June 30,2005 increase AFIS functionality by implementing eight major AFIS enhancements.

Make approximately two major enhancements in AFIS to be implemented in each subsequent fiscal year.

Performance Measures		FY02	FY03	FY04
1	Completed projects with new working functions and or services from AFIS application.	2	2	2
Status : In Process				

**Objective # 13** FSD9: By June 30, 2002, explore and develop a plan for enhancing the use of technology ( web-based, e-business, e-government, ) in providing accounting -related services.

Performance Measures		FY02	FY03	FY04
1	AFIS functioning with contemporary technology as applied to content delivery and transaction capability.	1	1	1
Status : In Process				
2	By June 30, 2002 convert all AFIS monthly microfiche to CD's.	1	0	0
Status : In Process				

**Objective # 14** Benefits Self-Service Development - Open Enrollment  
By June 30, 2002, expand lessons learned via open enrollment to employees. Study the capability to have access to their own personnel and payroll data via the Internet.

Performance Measures		FY02	FY03	FY04
1	A functioning application that provides direct employee input and feedback.	1	0	0
Status : In Process				

**Objective # 15** GSD1: iPLAN (CPMS)

The Facilities Operations & Maintenance section has implemented this software (web based via an Application Service Provider)and has established goals with regard to completing the assessments of the Capitol Mall Buildings and to produce a Strategic Plan for Maintenance.

A cross-sectional team has been formed in the Division to examine the expansion of the system to replace current processes and databases. Selected areas of examination are Building Inspections, Tenant Improvement, Building Renewal and Capital Projects. Our goal is to have a central repository of deficiencies and projects. This repository will give us the strategic advantage to make cost-effective decisions on spending and also provide a sound justification for Facilities funding.

Performance Measures		FY02	FY03	FY04
1	Reports delivered and available on Building Inventory Inspections.	1	0	0
Status : In Process				

**Objective # 16** SASD2: Tracking and Monitoring Organizational Performance - During FY 2003, improve the tracking and monitoring of performance measurement data.

Performance Measures		FY02	FY03	FY04
1	Increased access by ADOA employees to performance data.	1	0	0
Status : In Process				
2	Increased performance relating to agency goals.	1	0	0
Status : In Process				

**Objective # 17** SASD3:AZGU-Tracking of Employee Training Records - Divisional IT Projects and 3 Year Outlook

By December 31, 2002, implement one comprehensive statewide system to track and maintain employee training records.

Performance Measures		FY02	FY03	FY04
1	<b>Increase accuracy of mandated training data.</b>	1	0	0
Status : In Process				

**Goal # 2** Use information technology to help State agencies attract and retain a higher skilled workforce.

**Objective # 1** CPD3: Police Car Mobile Data Computers - Divisional IT Projects and 3 Year Outlook

By the end of FY2003, Obtain a mobile data computer for each Capitol Police Department police vehicle.

Performance Measures		FY02	FY03	FY04
1	<b>Functioning mobile computers in Patrol Cars.</b>	0	1	0
Status : In Process				

**Objective # 2** CPD4: Hardware/Software Link between Spillman CAD System and DPS ACJIS Application - Divisional IT Projects and 3-Year Outlook

By the end of FY2002, allow ACJIS inquiries to be entered via the Spillman CAD.

Performance Measures		FY02	FY03	FY04
1	<b>Better on-line information for officers support and decision making.</b>			
Status : In Process				

**Objective # 3** HRD8: Implement a centralized job board.

By 12/31/01 develop and implement a centralized job board where all covered service jobs will be posted and accessed through the web.

Performance Measures		FY02	FY03	FY04
1	<b>A hiring process with fewer steps and measurably shorter cycle times.</b>	1	0	0
Status : In Process				

**Objective # 4** SASD5:HR-360 Performance Feedback - Divisional IT Project and 3 Year Outlook

By June 30, 2002, implement an agency-wide 360 feedback system for assessing employee performance.

Performance Measures		FY02	FY03	FY04
1	<b>New Performance Feedback System for the Agency.</b>	1	0	0
Status : In Process				

**Goal # 3** To improve the value of information technology services.

**Objective # 1** IPC2: Data Center Consolidation-Phase II (Consolidated Print Center)

During FY 2002, improve the effectiveness and efficiency of ADOA's Information Processing Center by conducting Phase II implementation of a centralized Print Center.

Performance Measures		FY02	FY03	FY04
1	The State will have four fewer print centers with savings related to standardization of equipment, software and fewer personnel needed to support the functions.	1	0	0
Status : In Process				

**Objective # 2** IPC3: ADOA IPC Enterprise Operations Center - (Integrated Operations)

During FY2003, expand the ADOA IPC to a fully functional Enterprise Operations Center. This will include standardization of production operations, automation of data center processes.

Performance Measures		FY02	FY03	FY04
1	Fewer personnel to support the EOC and lower cost per customer for the services provided.	0	1	0
Status : In Process				

**Objective # 3** IPC4: Statewide Data Center Modernization and Coordination with DES and DPS

During FY2002 - Collaborate with DES and DPS on Technical Standards for State Data Centers. This will include Disaster Recovery standards and processes, Data Sharing standard etc.

Performance Measures		FY02	FY03	FY04
1	Written plan for standardization of Data Centers.			
Status : In Process				

**Objective # 4** ADOA-GITA SW1: Statewide E-Licensing System Deployment.

During FY2002 – Develop a business partnership and study the requirements products and services necessary to develop a common E-Licensing application for the State.  
During FY2003 - commence to an acceptable implementation among partners

Performance Measures		FY02	FY03	FY04
1	Thoroughly examine the requirements products and services necessary to develop a common E-Licensing application.	1	1	0
Status : In Process				

**Objective # 5** ADOA-GITA SW2: Support for IT Statewide Contracts and Project Management.

During FY2002, continue to work with GITA and SPO and 3rd party contractors to administer and account for Statewide IT contract activities.

Performance Measures		FY02	FY03	FY04
1	Obtain meaningful quantitative data to strengthen the overall discipline of project management.	1	0	0
Status : In Process				

**Objective # 6** SW9: Shared Services IT Utility Business Case  
By December 21, 2001 Complete the fact finding and alternative analysis with the business case for creation and expansion of the organizational model for sharing IT Infrastructure Services among the various agencies. This effort will include the development of the IT Governance model for IT Shared Services.

Performance Measures		FY02	FY03	FY04
1	<b>Published Position Paper with Recommendations and action plan for subsequent phases based on approval of executive sponsors.</b>	1	1	1

Status : In Process

**Objective # 7** ADOA-GITA SW6: Statewide IT Security

During FY2001, define the methodology, approach and requirements for data and device encryption. Assist GITA in developing and enforcing network and communication security standards.

Performance Measures		FY02	FY03	FY04
1	<b>GITA and ADOA ISD are currently collaborating on formulating a working group and effective strategy. Publish plans and standards for IT security.</b>	1	3	5

Status : In Process

**Objective # 8** Technology Refresh - Internal Technology Services Division. During FY's 2001, 2002 and 2003, replace and standardize antiquated personal computers with approved technology.

Performance Measures		FY02	FY03	FY04
1	<b>A standard schedule that is to be periodically refreshed for both the server and the desk-top computer configurations.</b>	1	1	0

Status : In Process

**Objective # 10** CPD2: Spillman CAD System Upgrade - Divisional IT Projects and 3 Year Outlook

During FY2003/FW2004, upgrade/replace the Computer-Aided-Dispatch (CAD) system.

Performance Measures		FY02	FY03	FY04
1	<b>Acquire all products and services to implement an upgraded CAD system, install and maintain effective operational status of same.</b>	0	1	1

Status : In Process

**Objective # 11** CPD5: Tucson Capitol Police Communication System Capability - Divisional IT Project and 3 Year Outlook

By FY2002, provide radio communication capability at Capitol Police office in Tucson.

Performance Measures		FY02	FY03	FY04
1	<b>Stable and effective radio communication capability at Capitol Police office in Tucson.</b>	1	0	0

Status : In Process

**Objective # 12** CPD6: Capitol Police Communication Center Disaster Recovery - Divisional IT Project and 3 Year Outlook

By FY2002, implement a Capitol Police Communication Center back-up facility in the new ADOA building lobby.

Performance Measures		FY02	FY03	FY04
1	<b>Provide an alternative site as a minimum, a duplicate RS/6000 server and one DELL workstation should be installed in the alternative site.</b>	1	0	0
Status : In Process				

**Objective # 13** CPD10: Replace CCTV Cameras and Monitors in the Communications Center - Divisional IT Project and 3 Year Outlook

During FY2002, provide Capitol Police dispatchers and officers with upgraded state-of-the-art CCTV capabilities.

Performance Measures		FY02	FY03	FY04
1	<b>Upgrade and expand existing environment to a more efficient and functional security service.</b>	1	0	0
Status : In Process				

**Objective # 14** FSD1: Automated Procurement System - SPIRIT

During FY 2002, improve the procurement community's efficiency, effectiveness and economy through automation and technology.

Performance Measures		FY02	FY03	FY04
1	<b>Functional automated procurement system that services customers in a measurable fashion, allows multiple-user access, and secure transactions. Current target date is January, 2002.</b>	1	0	0
Status : In Process				

**Objective # 15** FSD2: Risk Management Information System - Divisional IT Project and 3 Year Outlook

During FY 2001, commence implementation initial phases of a new Risk Management Information System with full implementation to finish by June 30, 2003.

Performance Measures		FY02	FY03	FY04
1	<b>Selected business partner for RMIS application.</b>	0	1	0
Status : In Process				

**Objective # 16** FSD6: By December 31, 2002, implement procedures to store images of all applicable documents on CD's or shared drives.

Performance Measures		FY02	FY03	FY04
1	<b>Count and monitor document scanning load and volumes, beginning with W9's and 1099's. Compute retrieval timesavings. Then proceed with other documents such as claims, transfers and other system documents.</b>	1	0	0
Status : In Process				

**Objective # 17** GSD2: WEB-Based Project Manager's Program - Divisional IT Project and 3 Year Outlook

By the end of FY2002, implement the Web Based Project Manager's Program to allow construction documents to be tracked from anywhere the project manager may be.

Performance Measures		FY02	FY03	FY04
1	<b>Purchase Web Based Project Managers Program with the capabilities of database inquiry, estimating, scheduling and connections to central office.</b>	1	0	0
Status : In Process				

**Objective # 18** GSD3: MP2 Enterprise 6.0  
Rollout all functions: Inventory, Barcode, and Purchasing and features (especially, failure analysis, project tracking, and our mobility initiative) of this application throughout the GSD FOAM section. Effectively manage all Building Components (Equipment) and establish an environment dominated with planned/predictive tasks. Develop the Application's Internet Features (Weblink/Messenger) as a vehicle that our employees and customers can use to participate in the quality work cycle.

Performance Measures		FY02	FY03	FY04
1	<b>Implement and install MP2 Enterprise 6.0 as a statewide, multi-agency, computerized Maintenance Management System.</b>	1	0	0
Status : In Process				

**Objective # 19** GSD4: Physical Security - Divisional IT Project and 3 Year Outlook

During FY2002, upgrade, refresh and expand the MDI to provide physical security and fire protection for facilities on the Capitol Mall.

Performance Measures		FY02	FY03	FY04
1	<b>Upgrade and expand the MDI (Monitor Dynamics Incorporated) security system that will be monitored by the Capitol Police.</b>	1	0	0
Status : In Process				

**Objective # 20** HRD1: Enhance HR Website - Divisional It Project and 3 Year Outlook

By 03/31/01 determine options and funding strategies for HR website maintenance.

Performance Measures		FY02	FY03	FY04
1	<b>Move HR website toward ADOA goal of a "common look and feel" of its websites.</b>	0	1	0
Status : Un-Funded				

**Objective # 21** HRD2: PulseTaker Software Replacement - Divisional IT Project and 3 Year Outlook

By 03/31/02 determine the feasibility of using the Octel voice mail system for automated telephone satisfaction surveys.

Performance Measures		FY02	FY03	FY04
1	<b>Implement and install software for monitoring customer satisfaction.</b>	1	0	0
Status : In Process				

**Objective # 22** HRD3: RESUMIX Software Upgrade - Divisional IT Project and 3 Year Outlook

By 10/31/01 determine if the Resumix software will be upgraded to version 6.

Performance Measures		FY02	FY03	FY04
1	By 10/31/01, develop plan to upgrade the Resumix software to version 6. Status : On Hold	1	0	0

**Objective # 23** HRD4: Rollout RESUMIX to Hiring Supervisors - Divisional IT Project and 3 Year Outlook

By 06/30/2002, determine what impact the new HRIS system will have on the ability of agency hiring authorities and/or agency liaisons to review and select candidates from their computer desktops.

Performance Measures		FY02	FY03	FY04
1	Interactive Resumix system available to hiring managers. Status : On Hold	0	0	1

**Objective # 26** ISD3: Implement online Master Telephone Directory- Employee Listings.

By September 30, 2001 ADOA ISD will deploy a Master Directory for all state Agencies.

Performance Measures		FY02	FY03	FY04
1	Measurable availability of the specified Master Directory. Status : In Process	1	0	0

**Objective # 27** ISD4:Program Plan.

Before the end of March 2002, Develop an integration and usage strategy for the AS400 to assist ISD in providing full multi platform services.

Performance Measures		FY02	FY03	FY04
1	Integrated or replaced AS400 for ADOA Customers. Status : In Process			

**Objective # 28** ISD5: Support and assist in the institutionalization of an IT Architecture.

During FY 2002, ADOA will evaluate and document its current IT architecture, and develop the future vision of the "to be" for the ADOA and customers.

Performance Measures		FY02	FY03	FY04
1	An IT Architecture Model, blueprint for ADOA. Status : In Process	1	0	0

**Objective # 29** ISD6: Effectively manage the ADOA's IT Assets -

During FY2002, evaluate the tools and platforms necessary to support a statewide (ISIS)Meta-data store.

Performance Measures		FY02	FY03	FY04
1	Creation of a function with necessary technical tools to manage the Agency's Data. Status : In Process	1	0	0



**Objective # 30** ISD8: Further establish the necessary security functions to support ADOA requirements for business continuity, digital government and related initiatives.

By July 1, 2002, develop all requisite plans to address restoration options and constraints for all customers.

Performance Measures		FY02	FY03	FY04
1	<b>Comprehensive business continuity IT function with the capability to support digital government and citizen focused application services.</b> Status : In Process	1	0	0

**Objective # 31** ISD9: Upgrade the ISD Customer Billing System -  
During FY2002, improve the effectiveness and efficiency of ISD's billing process.

Performance Measures		FY02	FY03	FY04
1	<b>Contemporary, functioning customer billing system approved by the customers.</b> Status : In Process	0	1	0

**Objective # 32** ISD10: ADOA IT Strategic Plan Development  
Further automate and refine the IT Planning process.

During FY 2002, improve the effectiveness and efficiency of ADOA's information technology planning process.

Performance Measures		FY02	FY03	FY04
1	<b>A living and operable 3 Year IT plan.</b> Status : In Process	1	0	0

**Objective # 33** ISD11: ADOA LAN Transition - Divisional IT Project and 3 Year Outlook

During fiscal years 2001 through 2003, provide administrative service and support to all ADOA Local Area networks safeguarding their performance and operability.

Performance Measures		FY02	FY03	FY04
1	<b>During fiscal years 2001 through 2003, provide administrative service and support to all ADOA local area networks.</b> Status : In Process	1	1	1

**Objective # 34** SASD1: Customer Feedback

During FY2002, improve the effectiveness and efficiency of ADOA's customer feedback systems.

Performance Measures		FY02	FY03	FY04
1	<b>Increased customer response rate.</b> Status : In Process	70	75	80
2	<b>90% to 95% confidence level.</b> Status : In Process	90	92	95
3	<b>Timely resolution of complaints.</b> Status : In Process	1	1	1
4	<b>Increased customer satisfaction levels.</b> Status : In Process	6	6	7

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active		84,000	739	5,470	
Completed	3,674	7,102	3,995	6,713	
Total	3,674	91,102	4,734	12,183	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active		1	1	4	
Completed	11	10	6	4	
Total	11	11	7	8	

# Administrative Hearings, Office of

## Description

This agency commenced operation January 1, 1996. Previously, administrative hearings have been conducted "in-house" in each respective State agency or occupational board. The creation of the Office of Administrative Hearings as a separate agency charged with providing administrative law judges has interjected increased professional detachment and physical distance to ensure confidence in the independence and fairness of the administrative hearings.

## IT Vision

The OAH will continue to use technology to assure the continued providing of service to the people of the State of Arizona, the Executive and the Legislature in a efficient and personal manner.

The OAH will remain abreast of technological advances as they occur and integrate upgrades and replacement technology in an orderly and timely fashion.

## IT Mission

Maintain and enhance a completely integrated case management, e-mail and word processing system with significant internet connectivity to ensure the timely providing of services, the ability of parties to research their cases and OAH decisions, and access to electronic creation and filing of documents.

**Goal # 1** Allow parties real-time search of OAH database to: (1) determine case settings; (2) whether documents have been received; (3) download orders and decisions; and (4) upload documents created either offline or online.

**Objective # 1** Enhance newly implemented thin client portal to better identify documents that can be downloaded and added capacity to conduct full text searches of all non-confidential administrative law judge decisions.

Performance Measures		FY02	FY03	FY04
1	<b>Hours of programming to add document enhancements.</b> Status : In Process	2	0	0
2	<b>Online full text search of all non confidential OAH decisions, measured by research requests per month. There is currently no such capability. Target is 10 queries/month</b> Status : In Process	120	120	120
3	<b>Number of downloads of orders and other documents per fiscal year.</b> Status : In Process	25	50	100

**Goal # 2** Implement infrastructure protection plan to ensure that the case management, e-mail and document assembly functions of the OAH can continue should the physical site of the OAH at 1400 W. Washington Phx AZ be unusable due to fire or other disaster.

**Objective # 1** Establish remote server redundancy with compatible hardware and software to allow reloading of agency data for internet access through Citrix via the internet from remote computers.

**Performance Measures**

		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Purchase redundant NT server and necessary software for secure remote site.</b> Status : In Process	5000	0	0
<b>2</b>	<b>Number of hours to load software and test redundancy by loading back up data and accessing remotely from Phoenix.</b> Status : Complete	40	0	0
<b>3</b>	<b>Annual tests of demonstrated ability to dial in to remote redundant server for fat client access to case management system, e-mail and document assembly using backup data. Test to be conducted by the July 31 of each new fiscal year and after each upgrade of the server or its software at 1400 W. Washington and the replicate server, if any.</b> Status : Complete	1	1	1

## **\*Agriculture, Arizona Department of**

### **Description**

The Department is mandated to regulate all aspects of agricultural production and processing within the state, educate industry to foster compliance with applicable regulations, promote the general welfare of the agricultural community, inform the consumer, and protect the public health and safety.

### **IT Vision**

To improve internal and external communication practices and customer satisfaction

### **IT Mission**

To provide leadership and ensure timely and efficient support services to all Department of Agriculture programs.

**Goal # 1** To pursue excellence and efficiency in government through advancing technology

**Objective # 1** By FY 2002 achieve total connectivity of Agency computer systems

#### **Performance Measures**

**FY02 FY03 FY04**

- 1 Number of sites currently connected**  
**Determine the number of sites connected to the Agency through the frame relay Infrastructure versus dial up.**  
Status : In Process
- 2 Number of sites scheduled to be connected.**  
**Determine the number of sites to be connected to the frame relay infrastructure and establish timetable of connectivity.(Determine # of sites 4th quarter 2000, connect 1st quarter 2001)**  
Status : In Process
- 3 Determine number of users with facility access - 4th quarter 2000.**  
**Determine number of users without facility access - 4th quarter 2000..**  
Status : In Process
- 4 Establish timeline to connect users with/without facility access - 1st quarter 2001.**  
Status : In Process
- 5 Connection of users with facility access - 1st quarter 2001.**  
**Establish timeline to connect users without facility access - 1st quarter.**  
**Connection of users without facility access - 2nd quarter 2001.**  
Status : In Process

\*Last year's plan.

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed		1,774	71		
Total		1,774	71		

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed		3	1		
Total		3	1		

# AHCCCS

## Description

The Arizona Health Care Cost Containment System (AHCCCS) program is a partnership that includes the State, its counties, the Federal Government, program contractors and health plans from the public and private sector, and AHCCCS members. At the state level, the program is administered by the Arizona Health Care Cost Containment System Administration. The Administration's basic responsibility is to plan, develop, implement, and administer a health care program for low income Arizonans, based on competitively bid prepaid capitated contracts designed to provide quality health care while containing costs. The Administration's main responsibilities are determining member eligibility, member enrollment, quality assurance of medical care, provider and plan oversight, and procurement of contract providers. The major medical programs are acute care, behavioral health services, and long term care. The Administration determines eligibility for the Arizona Long Term Care System, Children's Health Insurance Program (KidsCare), Qualified Medicare Beneficiaries, and for other SSI related Medical Assistance Only programs. Federal funding through Title XIX of the Social Security Act is provided to AHCCCS by the Center for Medicare and Medicaid Services (CMS), which is under the Department of Health and Human Services.

## IT Vision

Information... when, where, and how you need it!

## IT Mission

To provide, operate, maintain and support high quality information systems to enable AHCCCS to continue to be a leader in providing comprehensive quality health care to those in need.

**Goal # 1** COMMUNITY PRESENCE: Information Services Division will assist the agency to focus on the need for AHCCCS to improve relations with communities, constituencies, special interest groups and the public at large. This supports the Governor's Strategic Plan for Good Government: Theme 5, Goal 16 - Deliver courteous, efficient, responsive, and cost-effective service to the citizen owners and employees of state government, as measured by citizen satisfaction with Arizona state government.

**Objective # 1** WEB-BASED TRANSACTION PILOT: By July 2002, create a pilot for web-based transactions which providers and members can use as an alternative to telephoning the agency for information about eligibility, enrollment, or claims status.

Performance Measures		FY02	FY03	FY04
1	Provide access to eligibility, enrollment and program information 7 days a week and 24 hours per day with no more than 11% abandonment rate (this project is expected to maintain the abandonment rate even as the member population continues to grow). Status : In Process	11	11	11

**Objective # 2** NO WRONG DOOR: Support the Governor's No Wrong Door Initiative.

Performance Measures		FY02	FY03	FY04
1	Percent client satisfaction with Arizona state government (Governor's performance measure for Goal 16). Status : Un-Funded	76	76	76

**Goal # 2** **INTEGRATED DELIVERY SYSTEM:** Information Services Division will assist the agency, within the context of welfare reform, to alter the existing AHCCCS medical care delivery system to accommodate new concepts in managed care, and new as well as special populations. This supports the Governor's Strategic Plan for Children's Health and Well-being: Theme 2, Goal 6 - Promote a healthy start in life for Arizona's children, as measured by percentage of children with health insurance and percentage of children fully immunized.

**Objective # 1** **PROPOSITION 204:** By October 2001, ISD will design and implement the systems necessary to support the new eligibility groups, eligibility key codes, enrollment rate codes and the capitation risk pools to uniquely identify populations for capitation and reporting for the Proposition 204 program, and will expand the technical infrastructure for data and voice at central office, Tanner and the new 12th Street office to accommodate the 233 new FTEs.

Performance Measures		FY02	FY03	FY04
1	<b>Monitor the growth or decline of the AHCCCS programs (this project will increase the number of members in the AHCCCS programs) as measured in thousands (000).</b> Status : In Process	775	906	1060

**Objective # 2** **ACE:** By March 2004, develop and implement a comprehensive eligibility system which will increase the use of automation, be easily modifiable and maintainable, reduce time spent on processing applications and be more customer service oriented to replace the existing ALTCS LEDS, CATS, KEDS and Premium Billing systems currently running on the mainframe.

Performance Measures		FY02	FY03	FY04
1	<b>Percent of ALTCS applications processed within 45 days.</b> Status : In Process	95	95	95
2	<b>Percent of ALTCS members not reviewed within 12 months.</b> Status : In Process	3	3	3

**Objective # 3** **KIDSCARE LEGISLATIVE CHANGES:** By October 1, 2001, implement the provisions of SB 1087 which will enable school outreach, expand services to mirror Title XIX, reduce the 6-month bare period to three, permit waiver of the 3-month bare period for seriously or chronically ill children, and waive KidsCare premiums based on hardship (for families who cannot pay their premiums).

Performance Measures		FY02	FY03	FY04
1	<b>Measure the KidsCare population growth as measured in thousands (000).</b> Status : In Process	63	89	98

**Objective # 4** **STATEWIDE PREMIUM SHARING:** By October 2001 expand the Premium Sharing program statewide and update the associated support systems.

Performance Measures		FY02	FY03	FY04
1	<b>Monitor the growth or decline in the AHCCCS programs (this project is expected to increase the numbers of members in the AHCCCS programs) as measured in thousands (000).</b> Status : In Process	775	906	1060



**Objective # 5** BREAST AND CERVICAL CANCER: By January 2002, the agency and its contractors will have systems in place to implement HB 2194 and to enroll eligible members with contractors, deliver covered services to these members, track their treatment plan and report the completion of that treatment.

Performance Measures		FY02	FY03	FY04
1	<b>Increase the % of women receiving annual cervical screening.</b> Status : In Process	33	34	35

**Objective # 6** TICKET TO WORK: By April 2002 develop and implement an eligibility process and premium billing for individuals who are employed, meet Ticket to Work criteria, and have adjusted earned income at or below 250% of FPL.

Performance Measures		FY02	FY03	FY04
1	<b>Monitor the growth and decline of the AHCCCS programs (this project is expected to increase the number of members covered under the AHCCCS programs by adding 780 individuals by April 2004) as measured in thousands (000).</b> Status : In Process	775	906	1060

**Goal # 4** PROCESS IMPROVEMENT: Information Services Division will assist the agency in improving the AHCCCS core business processes in order to prepare the agency to efficiently deal with fluctuations in Arizona's economy while still providing cost effective quality health care to those in need. This supports the Governor's Strategic Plan for Good Government: Theme 5, Goal 16 - Deliver courteous, efficient, responsive, and cost-effective service to the citizen owners and employees of state government, as measured by government transactions completed electronically.

**Objective # 1** HIPAA: By October 2002, AHCCCS will design and implement the changes necessary to support the new security and submission standards for health care claims, claims payments, enrollment and eligibility, and other health care data transactions in compliance with the HIPAA rules.

Performance Measures		FY02	FY03	FY04
1	<b>Administration as a % of total cost (this project is expected to help maintain the long term administrative and program costs for health care).</b> Status : In Process	4	4	4

**Objective # 2** HUMAN RESOURCES INFORMATION SYSTEM (HRIS): By January 2003, help state government enhance its payroll and personnel system to track new employee programs such as FMLA that have been implemented over the past ten years, and implement the corresponding changes to the AHCCCS interfaces of those systems.

Performance Measures		FY02	FY03	FY04
1	<b>Administration as a % of total cost (this project is expected to help maintain the administrative costs for the agency).</b> Status : In Process	4	4	4

**Objective # 3** WINDOWS2000 (SERVER, DESKTOP, OFFICE PRODUCTS): By July 2004, ISD will upgrade the operating systems of the servers and desktops to Windows2000, and will install the Office2000 suite of products to provide a stable and reliable technical environment for the agency staff.

**Performance Measures**

- 1 Administration as a % of total cost (this project is expected to help to maintain administrative costs).

FY02	FY03	FY04
4	4	4

Status : In Process

- Objective # 4** IT STRATEGIC VISION: By March 2002, identify how ISD will best support the agency strategic vision through the technical architecture used for mission critical application systems (mainframe or client server), control and leadership (AHCCCS or GITA/ADOA), operating model (state government or public/private partnership), service model (Arizona and Hawaii or more states).

**Performance Measures**

- 1 Administration as a % of total cost (this project is expected to define a technical direction that will help to maintain administrative costs for the agency).

FY02	FY03	FY04
4	4	4

Status : In Process

- Objective # 5** HAWAII ARIZONA PMMIS ALLIANCE (HAPA) CLAIMS: By April 2003, ISD will design and implement a PMMIS Claims system for Hawaii's MedQuest program to consolidate all of Hawaii's Medicaid data into a single program.

**Performance Measures**

- 1 Percent of Hawaii's Medicaid claims processed in PMMIS.

FY02	FY03	FY04
0	100	100

Status : In Process

- Objective # 6** ORACLE RELEASE UPGRADE: By June 2003, implement version 11i of the Oracle Financials application to continue product support from the Oracle Corporation and to improve the internal dissemination and maintenance of the enterprise applications.

**Performance Measures**

- 1 Percent of invoices paid within 30 days of receipt.

FY02	FY03	FY04
0	0	0

Baseline being established.

Status : In Process

- Objective # 7** CAPABILITY MATURITY MANAGEMENT (CMM): By June 2004, ISD will develop and implement an infrastructure of policy, practice and procedure for the continuous process improvement of software development.

**Performance Measures**

- 1 Percent of SSRs completed on time.

FY02	FY03	FY04
84	87	90

Status : In Process

- Objective # 8** VOICE SYSTEMS: By July 2003, ISD will replace the voice systems in the various offices including the central office to provide a stable and reliable telephony environment for agency staff which has the capacity to handle expected growth over the next 5 years.

**Performance Measures**

- 1 Administration as a % of total cost.

FY02	FY03	FY04
4	4	4

Status : In Process

- Objective # 9** NETWORK MANAGEMENT: By January 2002, ISD will research and implement a set of network management tools that will track and report the performance, utilization, availability, and failure of network components, balance loads, diagnose and resolve problems, manage and distribute applications, and analyze trends for increased reliability and performance of the network.

Performance Measures		FY02	FY03	FY04
1	Administration as a % of total cost (this project will help to maintain administrative costs through the avoidance of lost time due to systems failure).	4	4	4
Status : In Process				

**Objective # 10** IMAGING SYSTEM REPLACEMENT: By March 2002, ISD will upgrade components of the Imaging System to provide a vendor-supported and reliable system for the Fee-for-Service health care claims function.

Performance Measures		FY02	FY03	FY04
1	Percent of claims adjudicated within 30 days.	95	95	95
Status : In Process				

**Objective # 11** AGENCY GROWTH: By June 2002, ISD will provide the agency with efficient and effective tools (computer equipment and software) to accommodate the expected growth in the programs which it administers.

Performance Measures		FY02	FY03	FY04
1	Monitor the growth or decline in the AHCCCS programs as measured in thousands (000).	775	906	1060
Status : In Process				

**Objective # 12** EQUIPMENT REPLACEMENT: By June 2004 computer equipment and software will be refreshed on a regular three-year cycle to maximize the warranties and reduce the maintenance costs.

Performance Measures		FY02	FY03	FY04
1	Administration as a % of total cost (this project helps to maintain administrative costs).	4	4	4
Status : In Process				

**Objective # 13** FINGER IMAGING: By October 2001, in coordination with the Department of Economic Security (DES), design and implement a finger imaging program for non-exempt AHCCCS members to prevent people from obtaining benefits fraudulently.

Performance Measures		FY02	FY03	FY04
1	Measure cost savings/avoidance resulted from uncovering fraudulent activities due to finger imaging implementation. Measure not currently in place.	0	0	0
Status : In Process				

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active				39,878	
Completed	8,079	6,810		3,339	
Total	8,079	6,810		43,217	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active				5	
Completed	6	9		4	
Total	6	9		9	

# Appraisal, Arizona Board of

## Description

The State Board of Appraisal processes the applications of those applying for real estate appraiser licensure, certification, or tax agent registration, assuring that all candidates meet the education and experience requirements as set forth by the Appraisal Qualification Board of the Appraisal Foundation. The Board acts as a disciplinary body to ensure conformity to the statutes, rules, and regulations governing the Board. In addition to protecting the interests of the general public, the Board provides services for the appraisers, course providers, property tax agents, other state appraisal boards, and lending institutions. These functions are accomplished through implementation and enforcement of the provisions of Title XI of the Financial Institutions Reform, Recovery, and Enforcement Act of 1989, and state statutes applicable to real estate appraisers and property tax agents.

## IT Vision

To maintain an efficient program by upgrading equipment and software to meet the growing needs of the agency and to receive training to get the maximum use of available information technology in order to access, disseminate and process information.

## IT Mission

To provide an automation system that will enhance productivity and efficiency in fulfilling the agency goals.

**Goal # 1** Update equipment and software each fiscal year, as necessary.

**Objective # 1** To maintain level of efficiency with the growth of the agency.

Performance Measures		FY02	FY03	FY04
1	Procure 10 lap top computers in August 2000, and phase them in at Board meetings starting September 2000 for use in reading Board documents imaged on CD's (replacing paper copies). Status : Complete	0	0	0
2	Replace one outdated computer used by the Secretary by mid FY 2001 and train her on the use of the new one as soon as it arrives. Status : Complete	0	0	0
3	Install document scanning capability by mid FY 2001 on Executive Director's PC. An HP ScanJet4c scanner was previously purchased and is already available, but current software needs to be purchased to complete the installation. Status : Complete	0	0	0
4	With the help of our present outside computer consultants, maximize use of any new systems (CD imaging and E-Licensing) by establishing efficient protocols and training Board and Staff members to use them effectively. Status : Complete	0	0	0

**Objective # 2** All upgrades will be done by the end of FY'02

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Purchase one new computer and applicable software for the secretary's work station with compatibility and connectivity to the LAN and other 4 work stations.</b> Status : In Process	1	0	0
<b>2</b>	<b>Upgrade the hard drive on existing computer at Assistant Attorney General's workstation.</b> Status : Complete	1	0	0
<b>3</b>	<b>Hire new secretary with high level of computer literacy.</b> Status : Complete	1	0	0
<b>4</b>	<b>Continue to monitor and improve upon use of 10 lap tops acquired in 2000 for Board members.</b> Status : In Process	1	1	1
<b>5</b>	<b>Purchase and install software for HP Scanjet-4C at Executive Director's workstation.</b> Status : In Process	1	0	0
<b>6</b>	<b>Draft and agency IT Organizational Security Standards Policy and Procedures document consistent with areas cited on IT Security Questionnaire submitted with this plan.</b> Status : In Process	1	0	0
<b>7</b>	<b>Decommission three outdated PCs now in storage and transfer to State Surplus Property Division (this was done on Aug 16, and the hard drives were wiped clean first).</b> Status : In Process	3	0	0
<b>8</b>	<b>Implement procedures for bi-weekly and monthly tape back-up with off-site storage; and, restoration test procedures for server.</b> Status : In Process	1	0	0
<b>9</b>	<b>Complete conversion of old data base on appraiser licensing and discipline from Paradox to Fox Pro. This is almost complete and is being done by our IT consultant at minimal cost (under \$5,000. This will be a bridge until new IBM module(s) become available.</b> Status : In Process	1	0	0
<b>10</b>	<b>Establish second FoxPro data base for continuing and compliance education to track approved schools, courses, instructors, and completion dates. This replaces current manual system.</b> Status : In Process	1	0	0

**Goal # 2** Position the Board to stay current with the State's efforts to move toward more E-licensing.

**Objective # 1** Position the Board so that a transition to E-licensing can be done smoothly.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Continue Executive Director's participation in the Licensing Governing Council to help ARLS become fully functional and supportive of this Board's requirements.</b> Status : In Process	0	0	0
<b>2</b>	<b>Begin revisions of current licensing documents and draft new documents to be placed on the Internet for integration into the statewide licensing process (coordinate with IBM as necessary).</b> Status : In Process	1	0	0

- |   |  |   |   |   |
|---|--|---|---|---|
| 3 | <b>Conduct cost/benefits study for replacing existing local network server software with Windows NT, per recommendation of consultant.</b> | 1 | 0 | 0 |
|   | Status : In Process  |   |   |   |

**Goal # 3** Move toward a paperless (or less paper) office.

**Objective # 1** Relieve Board members and staff from the excessive burden of preparing and processing multiple copies of voluminous paper case files for Board disciplinary actions.

Performance Measures	FY02	FY03	FY04
1 <b>Procure, on a temporary basis, an imaging service provider by 9/00 to provide imaging of the Board's monthly meeting documents.</b> Status : Complete	0	0	0
2 <b>Install 10 lap tops at Board Meetings for use by members to access Board documents, beginning with the September 2000 Board Meeting.</b> Status : Complete	0	0	0
3 <b>Monitor progress of the new lap top/CD imaging system and determine costs or savings versus the prior paper handling process after 90 days, report the analysis by January 2001.</b> Status : Complete	0	0	0
4 <b>Transition from the temporary contractor to the new State contract for imaging services as soon as it becomes available, which is estimated to be late fall 2000.</b> Status : Complete	0	0	0

**Objective # 2** Enhance internal IT capabilities by end of FY'02.

Performance Measures	FY02	FY03	FY04
1 <b>Upgrading existing phone system to include voice mail for all workstations.</b> Status : In Process	1	0	0
2 <b>Add capabilities for electronic payment of license and renewal fees.</b> Status : In Process	1	0	0
3 <b>Consider obtaining free software from ADOA Purchasing for electronic Purchase Orders.</b> Status : In Process	1	0	0
4 <b>Maintain liaison with the Archives Department on latest changes to records storage procedures, especially archiving on CD media.</b> Status : Complete	1	0	0

## Arts, Arizona Commission on the

### Description

The Arizona Commission on the Arts' (ACA) vision is an Arizona where all citizens experience the arts as integral to their lives. The Commission's knowledge and experience equips it to take a leadership role in the formation of partnerships from the public and private sectors, the arts community, and academia to make Arizona a richer, more stimulating place to live, work, and operate a business. The 15 Governor-appointed Commissioners and agency staff work in key areas to serve communities, arts organizations, artists, and schools statewide. 1) Convening/Facilitating -- the gathering of arts professionals, educators, artists, volunteers, and the public in formal conferences and workshops and grassroots community forums; 2) Information/Referral -- serving as a nexus of information on local, state, regional, and national information, resources, and trends in the arts; 3) Professional/Staff Assistance -- the provision of professional consultations and expert staff technical assistance in artistic, administrative, and educational areas; 4) Research -- responding to constituent requests, providing referrals and proactively making available current research and findings; 5) Technology -- increasing and enhancing the use of technology and electronic communication to increase access to all Commission services and programs; and 6) Funding -- providing grants to communities, arts organizations, schools, and artists statewide which increase access to high-quality arts experiences for all Arizona citizens. The Arizona Commission on the Arts uses appropriated funds in the Community Services Projects line-item, the Arizona Arts Trust Fund, and the income from Arizona ArtShare to support these statewide endeavors. Arizona ArtShare (the arts endowment) appropriated principal (not expended by the Commission) is documented in the General Funds line below.

### IT Vision

The Commission will utilize information technology that is affordable, appropriate and standard throughout the agency. Traits of the use of Information Technology within the agency will include:

- Ability to respond quickly and accurately to the needs of constituents, the public and other agencies.
- Information Technology activities will be meshed and networked to reduce redundant data entry and reporting, and increase efficiency.
- Information Technology will allow us to better reach, inform and engage partners and constituents, particularly in underserved areas.
- The agency will continue to partner with other organizations to provide quality Information Technology services to the state's nonprofit arts organizations and artists.
- The agency will have Information Technology systems in place that allow us to measure and reflect upon our performance measurements in a regular and meaningful way.
- All staff will have the appropriate training to utilize Information Technology effectively.
- Information Technology will allow the agency to serve and present the arts in a high quality manner.

### IT Mission

The Arizona Commission on the Arts identifies, uses and supports information technology to efficiently and professionally deliver its programs, grants and services to support the arts of the state.

- Goal # 1** To use IT as an effective tool, reducing agency costs and maximizing agency capabilities, to meet the agency's goals as the state arts agency.



**Objective # 1** Utilize the agency's Local Area Network (LAN) as an effective tool for staff to work and communicate.

Performance Measures		FY02	FY03	FY04
1	Shared staff road trips due to master travel calendar on server increase by 10% in FY2002, 15% in FY2003. Status : On Hold	10	15	0
2	100% of shared forms used are the most updated versions as stored on server's shared forms drive in FY2002, 2003, and 2004. Status : In Process	100	100	100
3	50% of draft documents are reviewed electronically via the LAN rather than on paper in FY2001; 55% in FY2002; 60% in FY2003. Status : In Process	55	60	65
4	LAN can accommodate 100% of staff needs for data storage and sharing. Status : In Process	100	100	100

**Objective # 2** Implement staff training (in-house and out-of-house) to increase professional capacity.

Performance Measures		FY02	FY03	FY04
1	Each staff member undertakes a personal training effort quarterly (may or may not be IT related). Status : In Process	60	75	100
2	Staff self-reports satisfactory level of capacity and knowledge to meet agency needs: 70% in FY2001; 75% in FY2002; 80% in FY2003. Status : In Process	75	80	80

**Objective # 3** Use appropriate and standardized software to reduce redundancies and increase access to electronic information.

Performance Measures		FY02	FY03	FY04
1	All staff utilizes Windows 98 in FY2001. Status : Complete	0	0	0
2	100% of special requests for software are reviewed before integrated each FY. Status : In Process	100	100	100

**Objective # 4** Invest in Information Technology - new equipment, upgrades and supplies - to improve productivity.

Performance Measures		FY02	FY03	FY04
1	35% of PCs are upgraded each year, dependent on funding. Status : In Process	100	100	100
2	100% of new equipment as outlined in plan is acquired and utilized as per Plan timeline, depending on funding. Status : Un-Funded	0	0	100

**Objective # 5** Invest in Information Technology of constituent organizations which provide access to the arts.

Performance Measures		FY02	FY03	FY04
1	\$20,000 in Arizona ArtsPlace grant funds is awarded each FY. Status : On Hold	0	0	0

<b>2</b>	<b>100% of grantee organizations report increased technological capacity each year through Final Reports.</b> Status : In Process	100	100	100
<b>3</b>	<b>70% of Arizona ArtsPlace grantee organizations have an active website in FY2001; 75% in FY2002; 80% in FY2003.</b> Status : In Process	75	80	80

**Objective # 6** Increase staff productivity through remote access and telecommuting.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Program staff, while on the road, will be able to utilize new equipment acquisitions of 3 laptops and 2 portable printers in FY2002; and 2 additional laptops and individual personal digital assistants in FY2003.</b> Status : Un-Funded	0	0	100

**Goal # 2** To respond quickly and accurately to the needs of constituents, the public and other agencies.

**Objective # 1** Provide access to the agency's programs through Information Technology.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of hits on website: 18,000 in FY2001; 20,000 in FY2002; 22,000 in FY2003.</b> Status : In Process	2000 0	2200 0	2500 0
<b>2</b>	<b>Website is moved to new host and launched by January, 2001.</b> Status : Complete	0	0	0
<b>3</b>	<b>Users rank effectiveness of website at 70% or higher.</b> Status : On Hold	0	0	0
<b>4</b>	<b>Percentage of organizational grant applications using electronic/downloadable applications: 56% in FY2001; 60% in FY2002; 70% in FY2003.</b> Status : In Process	60	70	75

**Objective # 2** Utilize voice mail and e-mail for enhanced efficiency and effectiveness.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Staff reports a number of instances where group emails are sent that either replace a hard-copy mailing; or share information that would not have been distributed otherwise due to paper and postage costs.</b> Status : In Process	40	50	60
<b>2</b>	<b>90% of staff identify ways in which voicemail and email make them more effective through weekly Techno Tips discussion at staff meeting in each FY.</b> Status : In Process	90	90	90

**Objective # 3** Implement electronic grant applications in collaboration with other public and private funding agencies in the state.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>New in-house database structure reduces redundant data entry and decreases reconciliation time by 40 hours in FY2002 compared to FY2000.</b> Status : In Process	40	0	0

<b>2</b>	<b>Staff can answer 60% of grant status inquiries on same day in FY2001; 65% in FY2002; 70% in FY2003.</b> Status : In Process	65	70	75
<b>3</b>	<b>Research on electronic grant application systems concludes in FY2001 and system is acquired for implementation in FY2002.</b> Status : Un-Funded	0	0	0
<b>4</b>	<b>60% of applicants are satisfied with implementation of e-grant system in FY2001; 65% in FY2002; and 70% in FY2003.</b> Status : Un-Funded	0	0	0
<b>5</b>	<b>Agency use of applicant data increases and improves through digital access. 100% of data is accessible.</b> Status : Un-Funded	0	0	0

**Goal # 3** To have IT planning integrated into the agency's ongoing planning and assessment processes, internally and externally.

**Objective # 1** Include Information Technology issues in agency strategic planning and project justification processes.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>100% of IT Goals, Objectives and Performance Measures are derived from this integrated process each FY.</b> Status : In Process	100	100	100

**Objective # 2** Involve agency staff in ongoing IT planning and assessment.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Technology planning committee meets quarterly. In FY2002 this tactic will undergo revision.</b> Status : In Process	0	0	0
<b>2</b>	<b>Staff-wide technology planning conversations occur annually.</b> Status : In Process	100	100	100
<b>3</b>	<b>\$91,500 is received from State to implement IT plan in FY2002; an additional \$93,000 in FY2003.</b> Status : Un-Funded	0	0	0
<b>4</b>	<b>Problem/troubleshooting reports and requests from staff decrease by 20% in FY2001; 20% in FY2002; 20% in FY2003.</b> Status : In Process	20	20	20

# Attorney General, Arizona Office of the

## Description

The Office of the Attorney General was created by Article V, Section I of the Arizona Constitution. The Attorney General is an elected position and holds office for a four-year term. Powers of the Attorney General are conferred by the Arizona Constitution or by statute. The fundamental obligation of the Attorney General is to act as legal advisor to all state agencies except those few exempted by law. Additionally, primary responsibilities include prosecuting and defending proceedings in which the state has an interest and rendering written opinions upon questions of law.

To accomplish these responsibilities, the Department of Law is comprised of eight divisions. These divisions are the Agency Counsel Division, the Child and Family Protection Division, the Civil Division, the Civil Rights Division, the Criminal Division, the Public Advocacy Division, the Administrative Operations Division, and Executive Administration. Each division is further organized into sections, which specialize in a particular area of practice.

## IT Vision

A user community that is so well trained and an automation system so free of bugs that user trouble calls dwindle to zero. The Information Services Section can operate in a proactive mode, increase system functionality before need is exceeding capability and have the ability to apply new technology before it becomes antiquated.

## IT Mission

The Information Services Section (ISS) is responsible for the maintenance, support, planning, and installation of all Arizona Attorney General Office (AGO) computer automation equipment. This includes not only the day to day support and resolution of user issues, but also the design and implementation of new system functions and capabilities. ISS must be able to provide all AGO employees fast and courteous response to automation related issues, yet still implement new system functionality which will satisfy the changing business requirements of the AGO user community.

**Goal # 1** To provide a timely and effective response to end user trouble issues.

**Objective # 1** Utilize the Heat Helpdesk software to track all end user support requests.

### Performance Measures

	FY02	FY03	FY04
1 <b>Number of Help Desk calls tracked by the Heat system.</b>	6000	6000	6000
Status : In Process			

**Goal # 2** To provide timely and user friendly access to Agency data.

**Objective # 1** Analyze how AGO and State applications (Financial, Personnel and Case Management) can be upgraded to increase staff efficiency and effectiveness.

**Performance Measures**

- 1 Program and implement software enhancements/modifications to the existing Case Management System application. (Measured by number of modules complete.)

Status : In Process

FY02	FY03	FY04
1	2	4

- Objective # 2** Integrate the Child and Family Protection Division/Protective Services Section standalone Microsoft Access databases in with the existing AGO Oracle based Case Management System (CMS).

**Performance Measures**

- 1 Re-develop the existing Microsoft Access databases to meet existing system requirements. Mimic the new system configuration within the Oracle base AGO Case Management System (CMS). Import and integrate each satellite location's data into CMS, once that satellite location has been added to the AGO network.

Status : In Process

FY02	FY03	FY04
2	7	0

- Goal # 3** To provide a single autonomous network that services all AGO employees and fosters good government and team work.

- Objective # 1** Migrate all Child and Family Protection Division employees onto the AGO Network.

**Performance Measures**

- 1 Installation and integration of 14 Child and Family Protection Division satellite locations in with the AGO main computer information system.

Status : In Process

FY02	FY03	FY04
6	14	0

- Goal # 4** To provide access to data stored at customer agencies and other external entities as needed to support the AGO mission.

- Objective # 1** Establish connectivity to customer agency or external entity computer information system without the need of a dedicated network line.

**Performance Measures**

- 1 Establish connectivity to an Arizona Registrar of Contractors application.

Status : In Process

- 2 Establish connectivity with various applications and servers within the Department of Economic Security using ATS as the primary means of connectivity.

Status : In Process

FY02	FY03	FY04
1	0	0

2	0	0
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- Goal # 5** To provide remote access to a limited set of Agency computer resources.

- Objective # 1** To promote telecommuting and traveling via the use of remote computer services to AGO employees.

**Performance Measures**

- 1 Install additional laptops with Internet access, e-mail, access to legal research databases and limited access to state maintained mainframe applications.

Status : In Process

FY02	FY03	FY04
25	25	25

<b>2</b>	<b>Establish a secure method of connectivity with state and Agency network resources.</b>	0	1	0
	Status : In Process			
<b>3</b>	<b>Integrate palm computing devices with the AGO network and deploy to user community.</b>	70	70	70
	Status : In Process			

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
<b>Active</b>			4,935	509	98
<b>Completed</b>	8,659	2,696			
<b>Total</b>	<b>8,659</b>	<b>2,696</b>	<b>4,935</b>	<b>509</b>	<b>98</b>

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
<b>Active</b>			1	3	1
<b>Completed</b>	7	2			
<b>Total</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>3</b>	<b>1</b>

# Auto Theft Authority, Arizona

## Description

The Auto Theft Authority analyzes the methods of combating the problem of vehicle theft and promotes successful methods of reducing the number of vehicle thefts in Arizona. Funding is used to support law enforcement, prosecution, and public awareness programs designed to combat and reduce vehicle theft statewide.

## IT Vision

To develop a combination of computer hardware and software that provides maximum efficiency and the most economical use of resources in support of this mission of reducing auto theft in the state of Arizona.

## IT Mission

To utilize information technology as a means to assist the Arizona Automobile Theft Authority in accomplishing its mission of reducing vehicle theft through a statewide cooperative effort by supporting law enforcement investigation, prosecution and public awareness

## Goal # 1    Implement the border interdiction program, Operation Eagle Eye

### Objective # 1    Reduce number of stolen vehicles crossing the into Mexico from Arizona.

Performance Measures		FY02	FY03	FY04
1	Decrease number of stolen vehicles crossing into Mexico by 35% over the next 3 years.  Please note that in Fiscal year 2002 this project is still in the implementation phase, data on border crossing is not yet available. It is expected that when fully implemented, the strongest decrease will be seen in the beginning of the project. Status :    In Process	0	0	0
2	Reduce insurance fraud  Project in implementation phase, data on insurance fraud not yet available. Status :    In Process	0	0	0
3	Increase intelligence capabilities of law enforcement.  Project still in implementation, data not yet available to estimate performance measure. Status :    In Process	0	0	0
4	Increase recoveries of stolen vehicles abandoned in Mexico.  Project still in implementation stage, data not yet available to document performance measure. Status :    In Process	0	0	0
5	Decrease time required to locate and recover stolen vehicles.  Project still in implementation stage, data not yet available. Status :    In Process	0	0	0

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active				1,366	
Completed					
Total				1,366	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active				1	
Completed					
Total				1	



# Banking Department, Arizona

## Description

The State Banking Department is charged with the licensing, supervision, and regulation of state chartered financial institutions and enterprises. The supervisory role is twofold: 1) ensuring the safety and soundness of state chartered financial entities; and 2) verifying compliance with applicable state and federal laws. The Department also investigates complaints that are filed by consumers against licensed entities where violations of state law or rules have been alleged, and directs appropriate remedial action if the violations are substantiated. The Department serves over 2,800 entities licensed to conduct business in the State, as well as Arizona citizens who receive services from these companies.

## IT Vision

A simple network of telecommunications and data processing workstations allowing the current Licensing, Examination, and Customer Service staff to handle increasing numbers of constituents who have increasingly complex demands on the Banking Department. Technological systems must: 1) provide better information with easier access; 2) be reliable, flexible, and require low maintenance. We strive to minimize staff devoted to system support and maximize staff dedicated to providing external customer service.

## IT Mission

Acquire, implement, and maintain proven technology in order to bridge gaps between our constituent's service expectations and our current service capabilities.

**Goal # 1** Implement a program to replace outdated PC's, notebook computers, network servers, and other data processing hardware on a timely and scheduled basis.

**Objective # 1** Replace desktop PC's with current technology on a 3-year schedule.

Performance Measures		FY02	FY03	FY04
1	Obtain funding, acquire, format to Department standards, and distribute current desktop computing capability on pace with a 3 year schedule.	17	12	12
Status : In Process				

**Objective # 2** Replace notebook PC's with current technology on a 4 year schedule.

Performance Measures		FY02	FY03	FY04
1	Obtain funding, acquire, format to Department specifications, and distribute current notebook PC hardware in accordance with a 4 year replacement schedule.	6	9	9
Status : In Process				

**Objective # 3** Replace the LAN servers with current technology on a 4 year schedule.

Performance Measures		FY02	FY03	FY04
1	Obtain funding, acquire, and initialize current LAN server hardware in accordance with a 4 year schedule.	0	1	1
Status : In Process				

**Objective # 4** Replace the current Ethernet (10BaseT) connections for the network with Fast Ethernet (100 Base T) to facilitate the anticipated internet, e-mail, and BDMS traffic on the network.

Performance Measures		FY02	FY03	FY04
1	Obtain funding, acquire, and install new cable and network cards allowing for faster Ethernet networking by FY 2004. Status : Un-Funded	0	0	1

**Goal # 2** Maintain network and workstation operating systems and infrastructure to reduce administration and overall ownership IT costs.

**Objective # 1** Upgrade network operating system to current Novell NetWare operating system standards through the purchase of an upgrade and subsequent maintenance of Novell NOS.

Performance Measures		FY02	FY03	FY04
1	Obtain funding for annual software maintenance agreement; upgrade NOS as versions are made available. Status : In Process	1	1	1

**Objective # 2** Upgrade current interoffice messaging system (Novell GroupWise) with latest Novell interoffice and internet messaging system. Purchase software maintenance agreement to maintain the functionality of our e-mail system.

Performance Measures		FY02	FY03	FY04
1	Obtain funding and acquire office messaging software maintenance agreement; install most current office messaging system according to latest version available. Status : In Process	1	1	1

**Objective # 3** Install Novell BorderManager software as a firewall application to: 1) increase security of the network and its information; 2) provide a tracking and monitoring ability for employee Internet usage.

Performance Measures		FY02	FY03	FY04
1	To install BorderManager in a manner that allows for increased security for networked data and tracking ability for employee Internet use. Status : Un-Funded	1	0	0

**Goal # 3** Bring all data processing and telecommunications hardware under maintenance contracts to avoid or minimize systems downtime.

**Objective # 1** Evaluate data processing machinery not under warranty for maintenance needs, probability of failure, and how crucial the component is to providing basic services. Purchase service contracts accordingly.

Performance Measures		FY02	FY03	FY04
1	Evaluate maintenance needs and acquire maintenance agreements on all deemed appropriate. Status : In Process	1	1	1

**Objective # 2** Evaluate telecommunications system for maintenance needs, probability of failure, and how crucial the component is to providing basic services. Purchase service contracts accordingly.

Performance Measures		FY02	FY03	FY04
1	Evaluate maintenance needs and acquire maintenance agreements as appropriate. Status : In Process	1	1	1

# Barbers, Arizona Board of

## Description

The Board communicates with licensees regarding proper sanitation methods and changes in the law; administers barber examinations; grants and renews licenses; inspects barber establishments; investigates complaints regarding unlawful activities; and takes effective measures to rectify situations, including holding hearings, levying fines, and suspending or revoking licenses.

## IT Vision

To develop programs and procedures which will streamline the licensing process, judicial process, accounting process and general operation of the Board

## IT Mission

To aid the staff to fulfill its mission statement in an efficient and timely manner

### Goal # 1 To improve productivity of staff

#### Objective # 1 Convert database to MS Assess for greater functionality and ease of use.

Performance Measures	FY02	FY03	FY04
1 Convert to a relational database by end of FY '01 Status : Complete	0	0	0
2 Enhance database application so that its more user friendly. Enhancements to be completed FY02. Status : In Process	1	0	0
3 Include student records into the database. Status : In Process	1	0	0
4 Print licenses on laser printer by June 30, 2002. Status : In Process	1	0	0
5 Explore possibility of capturing licenses photo digitally. Complete cost benefit analysis. Status : In Process	0	1	0

#### Objective # 2 Obtain Internet access and develop a Web site.

Performance Measures	FY02	FY03	FY04
1 Internet access by end of FY03. Status : In Process	0	0	1
2 Web site developed by end of FY03. Status : In Process	0	0	1
3 Obtain Internet E-mail by end of FY03. Status : In Process	0	0	1

#### Objective # 3 Better manage software assets.

**Performance Measures**

- 1    **Develop strategy for new Microsoft licensing. Strategy will be developed this fiscal year.**  
Status :   In Process

<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
1	0	0

## Behavioral Health Examiners, Arizona

### Description

The Board certifies and biennially renews certification for more than 5,000 behavioral health professionals, which requires that these professionals meet minimum standards of education, experience, and competency (as measured by examination). The Board also receives and investigates complaints, takes necessary disciplinary action, and responds to inquiries from consumers regarding the certification status and complaint history of individual behavioral health professionals.

### IT Vision

To continually improve IT performance, systems, and training to reduce costs and increase customer satisfaction.

### IT Mission

To use IT to maximize our ability to provide responsive, timely, and cost-effective service to our customers.

**Goal # 1** To develop and enhance Board IT capabilities to improve the agency's ability to provide services efficiently and effectively.

**Objective # 1** To develop a document imaging system that allows members and staff to access all meeting materials via the Internet.

Performance Measures		FY02	FY03	FY04
1	To develop a document imaging system by June 2002. Status : In Process	1	0	0

**Objective # 2** To transfer the Board's website to the state web-portal.

Performance Measures		FY02	FY03	FY04
1	To transfer the Board's website to the state web portal by June 2003. Status : In Process	0	1	0

**Objective # 3** To develop a strategic plan regarding agency readiness to participate in the statewide licensing database.

Performance Measures		FY02	FY03	FY04
1	To develop a strategic plan regarding agency readiness to participate in the statewide licensing database by June 2002. Status : In Process	1	0	0

**Goal # 2** To increase IT expertise within the agency.

**Objective # 1** To provide access to and actively encourage additional IT training for all staff members.

Performance Measures		FY02	FY03	FY04
1	Percentage of staff receiving additional IT training. Status : In Process	60	70	80



## Boxing Commission

### Description

The Commission regulates all professional boxing and kick-boxing, and all professional and amateur, non-traditional fighting, tough-man contests and all Martial Arts in the state; holds quarterly meetings open to the public; administers hearings in relation to violations of rules and regulations; and holds seminars for referees and judges.

### IT Vision

The Vision of the Boxing Commission is to provide information for obtaining of licenses throughout the state and material regarding the nature of each license available.

### IT Mission

The Commissions mission is to provide information to the public and licensees within the state, regarding licensure and Rules and Regulations.

**Goal # 1** To have access to the Internet to exchange information with other states.

**Objective # 1** Internet Access for the Boxing Commission

Performance Measures		FY02	FY03	FY04
1	By year end of FY 2002, the agency will have Internet access and e-mail. Status : Complete	1	0	0

**Objective # 2** By end of FY 2003, the agency will have a web site.

Performance Measures		FY02	FY03	FY04
1	Web site developed during FY 03. Status : Complete	0	1	0

**Goal # 2** To ensure the agency has appropriate technology to support its business needs.

**Objective # 1** Replace current computer with newer technology through surplus property so that there is no cost to the agency.

Performance Measures		FY02	FY03	FY04
1	By the end of FY 2003, have a new computer system with current software and a modem. Status : Complete	1	0	0



# Building & Fire Safety, Arizona Department of

## Description

The Department of Building and Fire Safety enforces safety standards for manufactured homes, mobile homes, factory-built buildings, and recreational vehicles. The Department is comprised of the Office of Administration, the Office of Manufactured Housing, and the Office of the State Fire Marshal. The latter enforces State Fire Code and provides training and education for fire personnel and the general public.

## IT Vision

The Department of Building and Fire Safety promotes excellence by staying abreast of technology trends and involving all stakeholders in solutions to current and future needs.

## IT Mission

To provide a technology environment that supports The Department of Building and Fire Safety Goals, enhances customer service, and promotes excellence.

**Goal # 1** Improve remote access and provide better customer access to information.

**Objective # 1** implement WAN technology for remote offices.

### Performance Measures

- 1 **number of offices hooked up to the Wan**  
Status : In Process

FY02	FY03	FY04
1	2	3

**Objective # 2** Provide improved information and accessibility to the public.

### Performance Measures

- 1 **Number of visitors to the Department's Web Site**  
Status : In Process

FY02	FY03	FY04
1000	5000	10,000

**Objective # 3** update Web Site to include interactive scheduling for Fire Training and other appropriate Units.

### Performance Measures

- 1 **average number of visitors to the Department's web site who contact training and other units**  
Status : In Process

FY02	FY03	FY04
100	200	500

**Goal # 2** Improve the automated systems that support program functions.

**Objective # 1** Review with all areas the need to improve, update, develop and implement automated solutions to accomplish programs goals objectives.

### Performance Measures

- 1 **percent of staff with access to automated systems**  
Status : In Process

FY02	FY03	FY04
50	75	100



# Chiropractic Examiners, Arizona Board of

## Description

The Board of Chiropractic Examiners evaluates applications from chiropractors seeking initial licensure and conducts examinations as required; from licensed chiropractors seeking renewal of licensure; and from persons seeking participation in Board-approved preceptorship or chiropractic assistant programs. The Board investigates backgrounds of applicants for licensure and complaints made against chiropractors, and conducts administrative hearings as required. The Board provides information to the public concerning applicants, licensees, and regulatory actions taken. These functions are accomplished through a fees-financed program of examination, licensure, and regulation.

## IT Vision

To maintain an information technology system which will support the agency mission, facilitate access to information for the public and agency staff, and enhance agency effectiveness and efficiency.

## IT Mission

To protect the health, welfare, and safety of Arizona citizens who seek and use chiropractic care.

### Goal # 1 Upgrade website to meet legislated requirements and provide access to forms

#### Objective # 1 Provide accessible information to public

Performance Measures		FY02	FY03	FY04
1	<b>Mandated legislative postings on web page</b> Status : Complete	0	0	0
2	<b>Non-fee forms available via the web site.</b> Status : In Process	1	0	0

### Goal # 2 Develop disciplinary actions database.

#### Objective # 1 Provide requested information to public and provide easy access to public records information to staff for verbal dissemination.

Performance Measures		FY02	FY03	FY04
1	<b>Historical data of disciplinary actions entered on data page</b> Status : Complete	0	0	0
2	<b>Easily viewed and producible data available to staff for public records requests and research.</b> Status : Complete	0	0	0
3	<b>Produce a historical disciplinary report for Board actions</b> Status : In Process	1	0	0
3	<b>Develop capability to produce a disciplinary history report for all actions</b> Status : In Process	1	0	0

**Goal # 3** Provide staff training in information technology.

**Objective # 1** Staff trained in office software, operating system, web site and Internet.

Performance Measures		FY02	FY03	FY04
1	Training resource on State contract and accessible to staff during work hours identified Status : In Process	1	0	0
2	Staff signed up for training Status : In Process	1	1	1
3	Staff performance related to use and understanding of computer resources improved. Status : In Process	0	1	1

**Goal # 4** Develop tracking mechanism for chiropractic assistant registration

**Objective # 1** Develop policies and procedures.

Performance Measures		FY02	FY03	FY04
1	Tracking policies and procedures in place Status : In Process	0	1	0

**Objective # 2** Contract with technician to create automated tracking of approved training and registration.

Performance Measures		FY02	FY03	FY04
1	Program needs developed Status : In Process	0	1	0
2	Tech services arranged Status : In Process	0	1	0
3	Approved courses and registrants in database Status : In Process	0	0	1

**Goal # 5** Implement means by which credentialing can take place using the internet

**Objective # 1** Find existing on-line licensing program to use.

Performance Measures		FY02	FY03	FY04
1	Affordable and feasible system identified Status : In Process	0	1	0
2	Budget request for appropriation submitted Status : In Process	0	1	1

**Goal # 6** Upgrade web site to allow for on-line access to disciplinary public records.

**Objective # 1** Upgrade current PCs

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 New PCs installed and networked</b>		0	0	0
Status : Complete				
<b>2 Program IT systems work efficiently within the office</b>		0	0	0
Status : Complete				
<b>3 Agency systems accessible through PCAnywhere for edits and adaptable to telecommuting.</b>		1	0	0
Status : In Process				

**Goal # 7** Develop capability to accept credit card payments for services accessed on line.

**Objective # 7** Develop capability to accept credit card payments for services accessed on-line.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 research credit card payment options.</b>		1	0	0
Status : In Process				
<b>2 Research on-line payment options.</b>		0	1	0
Status : In Process				
<b>3 Submit budget request to fund transition to on-line payment availability.</b>		0	1	0
Status : In Process				

**Goal # 8** Improve public access to disciplinary files and other public records on-line.

**Objective # 8** Improve public access to disciplinary history and other public records on-line.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Upgrade Web page host, equipment and internet service.</b>		1	0	0
Status : In Process				
<b>2 Identify resources and equipment necessary to transfer complaints and orders to web page.</b>		1	0	0
Status : In Process				
<b>3 Obtain appropriation to fund web site upgrade.</b>		0	1	0
Status : In Process				
<b>4 Enter complaints and orders on web site.</b>		0	0	1
Status : In Process				

## College Board, Arizona Commission of

### Description

The State Board of Directors for Community Colleges of Arizona provides for governance and oversight of the statewide community college districts as provided by A.R.S. § 15-1424. The Board is authorized to adopt rules concerning contracting by the college districts; adopt rules regarding construction, remodeling, and repair of buildings; and determine college locations. Audited full-time student equivalent (FTSE) and student annual unduplicated headcount for the 2000/2001 academic year was 97,588 and 349,278, respectively.

### IT Vision

COMPREHENSIVE EDUCATIONAL OPPORTUNITIES FOR THE CITIZENS OF ARIZONA!

The effectiveness of the State Board and the community college system is no better than its information systems.

### IT Mission

To provide the State Board, state office staff, and stakeholders with reliable, accessible, and comprehensive information that supports an integrated statewide system of community colleges.

**Goal # 1** To provide State Board staff with a common information technology architecture, enabling them to be more efficient and productive by interfacing within and without the office.

**Objective # 1** To update equipment and software as necessary to maintain an efficient and effective State Board office.

Performance Measures		FY02	FY03	FY04
1	Percent of districts satisfied with State Board assistance and service. Status : In Process	70	73	75
2	Percent of satisfaction on usefulness of Web page Status : In Process	70	80	80

**Goal # 2** To maintain current and accurate data on approximately 30,000 individuals certified to teach in Arizona's community colleges.

**Objective # 1** To update the database structure for increased workload and changing data elements.

Performance Measures		FY02	FY03	FY04
1	To Increase Total Teacher Certificates issued by 5%. Status : In Process	4968	5217	5477
2	Average service (1=low,5=high) Status : In Process	4	4	4

**Goal # 3** Interface electronically with the Arizona Transfer Articulation System and the state universities, allowing the State Board to gather invaluable statistical data for research and reporting purposes.

**Objective # 1** Request funding for hardware and software necessary to interface with various data warehouses.

**Performance Measures**

		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Increase the number of electronic data collections for institutional reporting.</b>	4	6	8
	Status : In Process			

## Commerce, Arizona Department of

### Description

As the State's principal economic development agency, the Department supports expansion of existing businesses, including new, small, and minority-owned businesses; recruits new companies; promotes international trade and investment; supports community and economic planning and development efforts in rural areas; provides guidance and support for housing and energy needs; and works to eliminate weaknesses in the business climate. The Department is committed to strengthening and promoting Arizona as a business location.

### IT Vision

With the evolution of data and communication systems, to a convergence of voice and data technologies, our information systems will be transformed into a single information source that will unify the agency's ability to access and query data at anytime from anywhere.

### IT Mission

To support the agency with technical solutions which improve the agency's ability to respond to our customer's expectations.

**Goal # 1** To develop, maintain and support the use of information technology that will increase worker productivity and lead to a more effective and efficient workplace.

**Objective # 1** To increase the proficiency of the IT staff in current and emerging technologies

Performance Measures		FY02	FY03	FY04
1	<b>Number of training classes attended and held</b> Status : In Process	18	6	8
2	<b>Number of new technologies implemented by the IT division</b> Status : In Process	6	2	2
3	<b>Number of pay per incident calls</b> Status : In Process	6	2	2
4	<b>Percentage reduction in maintenance agreements</b> Status : Complete	20	0	0

**Objective # 2** To coordinate and aid in the development of databases, and web technologies, that will enable all programs to operate in a more effective and efficient manner.

Performance Measures		FY02	FY03	FY04
1	<b>Number of databases maintained</b> Status : In Process	16	18	21
2	<b>Percentage of division or programs using a consolidated database for shared information</b> Status : In Process	15	25	40
3	<b>Percentage of databases that link to the main Commerce database</b> Status : In Process	10	40	60



- |   |   |    |    |    |
|---|---|----|----|----|
| 4 | <b>Percentage of agency programs utilizing databases ranking the ease of use, functionality of the databases as "Good" to "Excellent".</b><br>Status : In Process | 70 | 80 | 85 |
|---|---|----|----|----|

**Objective # 3** To develop and implement available technology that will reduce administrative workload and enable the agency to process more transactions electronically.

Performance Measures		FY02	FY03	FY04
1	<b>Number of new electronic applications developed and implemented that reduce administrative workload and/or processing time</b> Status : In Process	2	2	3
2	<b>Percentage of transaction flow processed and tracked electronically (estimated)</b> Status : In Process	25	50	70
3	<b>Percentage of effected users ranking the new technologies and electronic applications developed as good to excellent.</b> Status : In Process	80	85	90

**Objective # 4** To provide the Department with efficient and effective Telecommunications/ LAN Services and Management Information Systems.

Performance Measures		FY02	FY03	FY04
1	<b>Number of workstations maintained</b> Status : In Process	160	185	190
2	<b>Number of network servers maintained.</b> Status : In Process	9	10	10
3	<b>Percentage of Network Up-Time.</b> Status : In Process	97	99	99
4	<b>Percentage of Help Desk calls resolved daily.</b> Status : In Process	85	70	75
5	<b>Percentage of employees ranking the availability and application of technology in the agency as "Good" to "Excellent".</b> Status : In Process	85	90	95

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active		97	143		
Completed	94	800	83		
Total	94	897	226		

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active		1	1		
Completed	1	1	2		
Total	1	2	3		

# Corporation Commission, Arizona

## Description

The Corporation Commission was established by Article 15 of the State Constitution and is composed of three elected commissioners, each serving six-year terms. Staffing is provided in six divisions, each headed by a director serving under the Commission's executive secretary, who is the chief executive officer and responsible for the day-to-day operations of the divisions. The Commission's primary responsibilities include reviewing and establishing public utility rates, regulating the sale of securities, and administering the Arizona Corporations Code. The Commission also serves as the repository of corporate annual reports and other publicly available documents filed by corporations in accordance with state law.

## IT Vision

Information Technology decisions will be coordinated and agency operations optimized by the Commission's existing Technology Task Force, a cross-functional team composed of the IT staff, the Administration Division Director and end-users of all the Commission's Divisions. Optimized operations will speed up communications for all agency customers, internal to the agency and external, private and governmental. Easy, effective and efficient communications will position the Arizona Corporation Commission as the best and most responsive state agency in the delivery of information services.

## IT Mission

The mission of the Arizona Corporation Commission ("ACC") is to exercise exclusive state regulatory authority over public service corporations (public utilities) in the public interest; to grant corporate status and maintain public records; to ensure the integrity of the securities marketplace; and to foster the safe operations of railroads and gas pipelines in Arizona.

The agency IT mission is to improve the ability to communicate effectively with the public, other state agencies and within the Commission itself. The ACC IT mission also includes an organized, proactive approach to technology change, customer needs, effective processing of electronic data, and coordinated, cost-effective contractual purchasing.

**Goal # 1** Effective electronic communication with the public and other governmental entities.  
Implementation of effective protocols, software and ease of access communication linkage with the public to allow them to retrieve data, forms, and all of other documents currently available to the public in hardcopy form.

**Objective # 1** To provide ACC customers self-service alternatives to traditional telephone and counter services.

### Performance Measures

**1 ACC Website hits**

Status : In Process

FY02	FY03	FY04
5,509,100	5,626,700	5,774,300

**Objective # 2** To increase information that is submitted electronically to the ACC.

### Performance Measures

**1 Securities revenue submitted electronically.**

Status : In Process

FY02	FY03	FY04
7,455,000	7,827,800	8,219,100

- 2 Consumer complaints/requests submitted electronically to the Utilities Division.** 1750 1800 1850  
Status : In Process

**Goal # 2** Effective use of information technologies to enhance intra-agency communications

**Objective # 1** Increased use of intra-net technologies to disseminate information to agency personnel

Performance Measures		FY02	FY03	FY04
<b>1 Number of ACC Intranet Website hits</b>		1700	2000	2500
Status : In Process				
<b>2 Number of pages posted to Intranet.</b>		5	5	5
Status : In Process				

**Goal # 3** Improve employees' preparation to use technology and react to their job-specific needs with appropriate training.

**Objective # 1** To increase technology training for agency personnel each year.

Performance Measures		FY02	FY03	FY04
<b>1 Number of training classes attended.</b>		300	350	400
Status : In Process				

**Objective # 2** #20 Personnel Security. Implement orientation course for employees on good security practices.

Performance Measures		FY02	FY03	FY04
<b>1 Number of employees trained on good security practices.</b>		300	45	45
Status : In Process				

**Objective # 3** #20 Personnel Security: Have employees sign non-disclosure statements on the use of State IT equipment.

Performance Measures		FY02	FY03	FY04
<b>1 Number of non-disclosures statements signed by employees.</b>		300	45	45
Status : In Process				

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed	571	914	211	477	
Total	571	914	211	477	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed	1	3	1	3	
Total	1	3	1	3	

# Corrections, Arizona Department of

## Description

The Department serves and protects the people of the State by incarcerating inmates in correctional facilities, as well as supervising inmates upon their release. During incarceration, medical care and other health and welfare services are provided to inmates. In addition, programs such as work, education, training, and substance abuse treatment are provided to inmates so they will have the opportunity to change their behavior and become law-abiding citizens upon their release.

## IT Vision

Information Technology is a professional organization providing quality products and services by promoting teamwork within ADC and a partnership with external agencies and customers.

## IT Mission

To serve the Arizona Department of Corrections by providing leadership in Information Technology areas of planning, implementation and support of quality technology and computer systems that enable the Department to operate more effectively and efficiently in meeting its goals.

### Goal # 1 Maintain or improve the level of IT service to the customer.

**Objective # 1** By June 30, 2002, respond to 75% of customer service requests within two hours during normal working hours.

Performance Measures		FY02	FY03	FY04
1	Percent of customer service requests responded to within two hours. Status : In Process	75	95	98

**Objective # 2** By December 31, 2001, establish remote access to ADC Wide Area Network (WAN) for Executive staff.

Performance Measures		FY02	FY03	FY04
1	Percent of initial remote access system installed. Status : In Process	100	100	100

### Goal # 2 Expand the ADC information infrastructure to meet mission requirements.

**Objective # 1** By June 30, 2002, install local area network and wide area network (LAN/WAN) support at ASPC-Phoenix, ASPC-Phoenix/Globe and ASPC-Safford. (Reference GITA Objective 2.2)

Performance Measures		FY02	FY03	FY04
1	Percent of identified new ADC sites connected to LAN/WAN. Status : In Process	100	100	0
2	Percent of total ADC sites with LAN/WAN connection. Status : In Process	76	80	80

### Goal # 3 Improve Department operations through new technology and computer applications.

**Objective # 1** By June 30, 2002, begin the utilization of GITA Information Services Inventory System (ISIS).

Performance Measures		FY02	FY03	FY04
1	Percent of IT inventory tracked with ISIS. Status : In Process	100	100	100
2	Percent of ADC IT inventory tracked with ISIS. Status : In Process	50	75	95

**Objective # 2** By June 30, 2002, establish ADC standards, policies and procedures governing acquisition and replacement of Information Technology infrastructure, hardware and software. (Reference GITA Objective 5.4)

Performance Measures		FY02	FY03	FY04
1	Percent of IT inventory evaluated against established standards. Status : In Process	100	100	100
2	Percent of ADC IT inventory evaluated against established standards. Status : On Hold	0	50	75

**Objective # 3** By March 31, 2002, implement the Electronic Medical Records (EMR) system at ASPC-Perryville.

Performance Measures		FY02	FY03	FY04
1	Percent of implemented EMR system at ASPC-Perryville. Status : In Process	100	100	100

**Objective # 4** By June 30, 2002, establish a data warehousing capability for management information and decision support. (Reference GITA Objective 4.1)

Performance Measures		FY02	FY03	FY04
1	Percent of data warehouse implemented. Status : In Process	10	40	60

**Objective # 5** By June 30, 2002, replace outmoded Adult Inmate Management System (AIMS). (Reference GITA Objective 4.1)

Performance Measures		FY02	FY03	FY04
1	Percent of system replaced. Status : In Process	5	50	100

**Objective # 6** By June 30, 2002, prevent data loss for the ADC computer equipment room.

Performance Measures		FY02	FY03	FY04
1	Percent of ADC computer equipment room up time. Status : In Process	98	100	100

**Objective # 7** By June 30, 2002, IT will track, review, and reduce Department of Administration (DOA) charges.

Performance Measures		FY02	FY03	FY04
1	Percent of AIMS transactions reviewed. Status : In Process	30	75	100
2	Percent of prime shift jobs reviewed. Status : In Process	50	75	100

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active	2,916	32,207		459	61
Completed	13,150	23,557	2,015	6,029	
Total	16,066	55,764	2,015	6,488	61

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active	1	2		1	1
Completed	6	6	1	2	
Total	7	8	1	3	1



# Cosmetology, Arizona Board of

## Description

The Board of Cosmetology, mandated to protect the public, issues 12 categories of licenses to individuals, who qualify by reciprocity or through the Board's administration of a written and practical examination; to salons; and to schools. The Board enforces regulation by inspections, by investigation of consumer complaints, and conducts hearings and imposes enforcement action when appropriate.

## IT Vision

The Agency is interested in participating in a statewide Enterprise licensing application. Failing that, the Agency must move to replace current applications that are ten to fifteen years old.

The Agency will continue to integrate new equipment and software and train staff. Particular technologies of interest to the Agency are document imaging and the World Wide Web, and electronic applications.

## IT Mission

Maintain an integrated state-of-the-art computer hardware and software infrastructure of business and office applications in support of the Agency Mission. The Agency Mission is to ensure the public welfare and safety through education and enforcement of the cosmetology laws and rules by the regulation of salons, schools, and individuals who practice Cosmetology.

## Goal # 1 To re-engineer the Agency's Licensing Application

### Objective # 1 To participate in a licensing application project.

Performance Measures		FY02	FY03	FY04
1	To convert the old licensing system to a new licensing system, with a temporary person to input by July 1, 2002 at the cost of \$173,000.00. Status : In Process	1	0	0
2	To implement the new licensing system to aid in processing of 51,000 applications and revise procedures to begin license application upon school enrollment by July 1, 2002. Status : In Process	1	0	0
3	To track complaints and denials, and link them to licensing by July 1, 2002 using the new licensing tracking system. Status : In Process	1	0	0
4	To aid in faster & more efficient processing of a license by comparing previous years service measurements by July 1, 2002 forward based on each yearly strategic plan projections. Status : In Process	1	1	1
5	Lower the number of days that are required to issue a license to 6 days and maintain current service levels as # of applications continue to rise based on current projections. Status : In Process	1	1	1

## Goal # 2 To meet new Agency responsibilities through automation.

**Objective # 1** To report time frame measurements regarding licensing processes.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Through the new licensing system the time frame measures will be tracked &amp; reported more efficiently based on strategic plan projections and expectations.</b> Status : In Process	1	1	1
<b>2</b>	<b>Maintain a current system by replacement of outdated equipment over 5 year plan by watching technological advancements and selecting the most current and adaptable to our overall program requirements.</b> Status : In Process	1	1	1
<b>3</b>	<b>To decrease renewal time required by the time frame measures for input &amp; printing licenses by comparing new system results to prior years and meeting strategic plan goals and objectives..</b> Status : In Process	1	1	1

**Goal # 3** Develop an Agency Web Page, Electronic application, and Renewals on the Internet.

**Objective # 1** Develop an Agency Web Page to provide a means of providing information to the public, to other agencies and to provide a means for electronic applications.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>To develop, implement, and maintain an Agency Web Page to provide access to clients to apply, renew, &amp; provide information in a timely manner by comparing prior processing time frames to electronic time frames..</b> Status : In Process	1	1	1
<b>2</b>	<b>Reduce the number of renewals and requests for applications by mail and walk in's by comparing prior year time frames to new current time frames.</b> Status : In Process	1	1	1

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed	137				
Total	137				

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed	1				
Total	1				

# Criminal Justice Commission, Arizona

## Description

The Arizona Criminal Justice Commission is a nineteen-member, statutorily-authorized entity which is mandated to carry out various coordinating, administrative, management, monitoring, and reporting functions regarding the criminal justice system in Arizona. The nineteen Commission members are appointed by the Governor, according to statutory guidelines, and represent the various elements of the criminal justice system in the State. Ten of the nineteen are county or local elected officials and the remainder are appointed criminal justice agency heads. In addition to its statutorily-mandated duties, the Commission is the state agency that is responsible for the acquisition of several formula criminal justice grants each year and for the management, administration, and reporting on these federal grants. The Commission generates reports regarding the Criminal Justice Records Improvement Program and State Identification Program grants to the US Department of Justice, Bureau of Justice Assistance and the National Criminal History Improvement Program to the Bureau of Justice Statistics. The Commission also develops and publishes an annual records improvement plan.

## IT Vision

Provide the best IT support for the agency possible given available resources.

## IT Mission

The purpose of information technology management in the Arizona Criminal Justice Commission is to support and enhance the abilities of the staff in meeting the mission, goals, and objectives of the agency through the effective and efficient use of technology.

## Goal # 1 Build Information Technology infrastructure to meet changing agency needs.

### Objective # 1 Upgrade Local Area Network hardware and software.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Upgrade to Windows 2000 by 12/31/2002.</b> Status : In Process	5	0	0
<b>2</b>	<b>Upgrade to Office 2000 by 12/31/2002.</b> Status : Complete	0	0	0
<b>3</b>	<b>Maintain latest version of all software in use by annually comparing it to what vendor has out.</b> Status : In Process	10	0	0
<b>4</b>	<b>Research latest Hardware, Software and Operating Systems.</b> Status : In Process	10	0	0
<b>5</b>	<b>Check on recommended standards from GITA.</b> Status : In Process	0	0	0
<b>6</b>	<b>Install hardware and software upgrades within 30 days.</b> Status : In Process			
<b>7</b>	<b>System performance and response time improves by taking quarterly measurements from the Server.</b> Status : In Process	50	0	0
<b>8</b>	<b>End Users are more productive with less down time by taking annual surveys.</b> Status : On Hold	0	0	0

**Objective # 2** Provide for staff training for any new or revised hardware and/or software upgrades.

Performance Measures		FY02	FY03	FY04
1	Have all Staff take training in MS-Office Applications that need it by 12/31/2002. Status : In Process	10	0	0
2	Have all Staff learn new Windows 2000 Operating System by 12/31/2002. Status : In Process	5	0	0
3	Improve productivity of staff through training by reducing the number of support calls. Status : In Process	5	0	0

**Objective # 3** Upgrade current NT File Server with additional CPU if capable of support.

Performance Measures		FY02	FY03	FY04
1	Add additional CPU if needed or available by vendor by 12/31/2002. Status : Complete	0	0	0
2	Move Exchange to a backup Server by 12/31/2002. Status : Complete	0	0	0

**Goal # 2** Manage and administer the ACJC Website

**Objective # 1** Update ACJC Website on a weekly basis.

Performance Measures		FY02	FY03	FY04
1	Purchase license and software package called FrontPage to manage website by 12/31/2000. Status : Complete	0	0	0
2	Learn to Program in HTML. Status : On Hold	0	0	0
3	75% of the time, ACJC Website will be updated weekly and measured monthly. Status : On Hold	0	0	0
4	Have timely and useful information posted on our ACJC website. Status : In Process	25	25	25

**Objective # 2** Cancel the need for using consulting firm to update our website.

Performance Measures		FY02	FY03	FY04
1	Get feedback and comments from visitors to our website on information content being relevant and timely. All comments from visitors will be counted to determine impact and changes needed. Status : In Process	0	0	0

**Goal # 3** Replace 1/3 of the Personal computers on a yearly basis to insure computer hardware is up to date.

**Objective # 1** Identify which Personal Computers to replace.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Inventory and review current computer equipment by 07/01/2001.</b> Status : Complete	0	0	0
<b>2</b>	<b>Identify all staff who are high end users of computer equipment by 01/31/2001.</b> Status : Complete	0	0	0
<b>3</b>	<b>Order new computers to replace 1/3 of staff equipment annually.</b> Status : In Process	10	10	10
<b>4</b>	<b>Replace 1/3 old computers annually.</b> Status : In Process	10	10	10

**Goal # 4** Assist Criminal Justice Agencies in integrating information systems at the local level as well as with the State of Arizona.

**Objective # 1** Create a criminal records information sharing system to ensure timely and accurate information that can be queried and shared to reduce data error and improve public safety, and officer safety.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Communications backbone connecting all counties with the Department of Public Safety by 2009.</b> Status : In Process	0	0	0

# Deaf and Blind, Arizona School for the

## Description

The Arizona State Schools for the Deaf and the Blind (ASDB) consists of a variety of programs that provide evaluation and education to sensory-impaired children and youth from birth to age 22. School-aged children are served at any one of two separate schools in Tucson or one in Phoenix. A boarding option is provided at the Tucson schools. Preschool children are served at any one of two preschools in Tucson or three preschools in Phoenix. Infants and toddlers receive services in their homes throughout the state, coordinated at offices in southern, central, and northern Arizona locations. School-aged children also receive education and/or evaluation services in their home school districts through regional programs. Currently, regional programs are operational in north central, southeastern, and southwestern Arizona, and funded and in the organizational stages for other areas of the state. ASDB also provides comprehensive evaluation services for a limited number of referred sensory impaired children with multiple disabilities.

## IT Vision

Information Technology is essential to the daily operations of the Arizona Schools for the Deaf and the Blind Agency. Implemented and applied correctly, technology will enable students to further develop knowledge and skills required for independence, the world of work, and in higher education. Utilized as a tool, it will enable teachers to further enhance and improve the quality in delivery of curriculum to students and enable support staff to improve productivity and quality of services.

## IT Mission

"To provide the Arizona Schools for the Deaf and the Blind Agency, students, families and school districts with progressive, innovative and cost effective information technologies and services in support of the Agency mission and the State of Arizona."

**Goal # 1** Migrate existing financial, personnel, fixed assets, and operations related databases from the Agency's existing IBM minicomputer to a database management server.

Research, design, code, implement, and provide training for Server-Client applications related to the above functions.

**Objective # 1** Download Financial, Personnel, Fixed Assets, and Operations related data from Agency's IBM System/36 to PC File Format on a PC File Server.

### Performance Measures

**1 Files migrated to File Server in reliable PC file format to be made available for use with Microsoft Access and Excel, as an interim measure.**

**FY02 FY03 FY04**

**1 0 0**

Status : Complete

**Objective # 2** Install and configure a System Query Language (SQL) Server. This Server (a Compaq Proliant 7000) was purchased FY 1997-1998.

### Performance Measures

**1 SQL Server System installed and configured.**

**FY02 FY03 FY04**

**1 0 0**

Status : Complete

**Objective # 3** Research and design programs. Research will entail interviews with the State of Arizona IT Department toward the goal of implementing a program that will allow for non-redundant data entry, and as close to real-time reporting capability as is possible. A comprehensive system will provide Agency stakeholders with more timely and accurate information.  
The finance fund accounting system will assist in ensuring the Agency follows State procurement code.

Performance Measures		FY02	FY03	FY04
1	<b>Research and design complete. Database schemas created, flow charts created and development standards established.</b>	1	0	0
Status : Complete				

**Objective # 4** End Support for legacy applications.

Performance Measures		FY02	FY03	FY04
1	<b>Support ended.</b>	1	0	0
Status : Complete				

**Objective # 5** Code Finance and Human Resources Systems.

Performance Measures		FY02	FY03	FY04
1	<b>Coding completed.</b>	1	0	0
Status : Complete				

**Objective # 6** Install Finance and Human Resources Systems on File Server and initial clients.

Performance Measures		FY02	FY03	FY04
1	<b>Systems Installed.</b>	1	0	0
Status : Complete				

**Objective # 7** Department of Finance to test Finance Fund Accounting System and determine if revisions to code are required, if tables need to be edited, and specify additional reports.

Performance Measures		FY02	FY03	FY04
1	<b>Finance System tested and code revisions/additional reports determined.</b>	1	0	0
Status : In Process				

**Objective # 8** Department of Human Resources to test Human Resources System and determine if revisions to intake code are required and specify reports to be created.

Performance Measures		FY02	FY03	FY04
1	<b>Human Resources System tested and code revisions/reports specified.</b>	1	0	0
Status : On Hold				

**Objective # 9** Implement functional Finance Fund Accounting System and improve business transactions.

Performance Measures		FY02	FY03	FY04
1	<b>System Implemented.</b>	1	0	0
Status : On Hold				
2	<b>Decrease amount of time to process purchase requisitions.</b>	1	0	0
Status : On Hold				



<b>3</b>	<b>Decrease number of payment inquiries by vendors.</b>	0	1	0
	Status : On Hold			

**Objective # 10** Implement functional Human Resources System and provide improved reporting capability.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>System Implemented.</b>	1	0	0
	Status : On Hold			
<b>2</b>	<b>Reporting capability improved.</b>	1	0	0
	Status : On Hold			

**Goal # 2** Centralize Agency Databases and provide broader avenues of data communication between business units and among Agency staff.

**Objective # 1** Establish application standards and procedural standards for Information Technology to provide a consistent protocol and procedure to ASDB's IT Functions.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Agency applications and procedural standards established and implemented by 12/31/00.</b>	1	0	0
	Status : Complete			
<b>2</b>	<b>Agency protocol and procedure to receive technical support in place by 12/31/00.</b>	1	0	0
	Status : Complete			

**Objective # 2** Install high-speed Wide Area Network (WAN) connectivity to ASDB's WAN Hub from ASDB's Sub-Agencies (Phoenix Day School for the Deaf, and other regional offices throughout the state).

Once completed, a data communications platform will exist to support increased electronic communications between business units, remote sites, vendors and families via standard electronic-mail and scheduling communications software.  
This platform will allow Agency staff to create data and maintain centralized databases regardless of physical location.  
Agency staff will be able to access centralized files, printing, and Internet resources.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>ASDB Tucson Campus and Agency Administrative Offices: High-speed data circuits installed to provide a responsive data communications median to the State network for increased communications with stakeholders, access to Agency electronic resources, and Internet resources.</b>	1	0	0
	Status : Complete			
<b>2</b>	<b>Desert Valleys Region (DVR) Phoenix: High-speed data circuits installed, communications increased, and access to Agency electronic resources and Internet resources provided.</b>	1	0	0
	Status : In Process			
<b>3</b>	<b>Eastern Highlands Region (EHR) Lakeside/Pinetop: High-speed data circuits installed, communications increased, and access to Agency electronic resources and Internet resources provided.</b>	1	0	0
	Status : Un-Funded			

4	<b>North Central Region Program (NCR): High-speed data circuits installed, communications increased, and access to Agency electronic resources and Internet resources provided.</b> Status : Complete	1	0	0
5	<b>Phoenix Day School for the Deaf (PDSD) Phoenix: High-speed data circuits installed, communications increased, and access to Agency electronic resources and Internet resources provided.</b> Status : Complete	1	0	0
6	<b>Southeast Region (SER) Tucson: High-speed data circuits installed, communications increased, and access to Agency electronic resources and Internet resources provided.</b> Status : Complete	0	0	0
7	<b>Southwest Region (SWR) Yuma: High-speed data circuits installed, communications increased, and access to Agency electronic resources and Internet resources provided.</b> Status : Un-Funded	0	1	0

**Objective # 3** After completion and testing of constructed databases, connect remote sites to databases and install client software that will allow staff to perform efficient and accurate data transactions required to support the Agency's mission.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
1	<b>Finance Fund Accounting System implemented at remote sites. Monitor increase of electronic business transactions.</b> Status : On Hold	1	0	0
2	<b>Personnel System implemented at remote sites. Monitor increase of electronic business transactions.</b> Status : On Hold	1	0	0

**Objective # 4** End Support for Legacy Minicomputer.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
1	<b>Support Ended and Legacy IBM/System 36 Minicomputer system removed. Cost savings realized, as systems maintenance and support is no longer required.</b> Status : Complete	1	0	0

**Objective # 5** Establish Agency based electronic-mail and scheduling communications through ASDB's Wide Area Network.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
1	<b>ASDB Tucson Campus and Agency Administrative Offices: Email File Server, Microsoft Exchange Server installed. Microsoft Outlook electronic-mail and calendaring software for all local clients installed. Increase in electronic communications between business units, remote sites, vendors and families realized via standard electronic-mail and scheduling communications software.</b> Status : Complete	1	0	0
2	<b>Desert Valleys Region (DVR) Phoenix: Microsoft Outlook electronic-mail and calendaring software installed on all local clients. Increase in electronic communications between business units, remote sites, vendors and families realized via standard electronic-mail and scheduling communications software.</b> Status : Complete	1	0	0

3	<b>Eastern Highlands Region (EHR) Lakeside/Pinetop: Microsoft Outlook electronic-mail and calendaring software installed on all local clients and configured to connect to Agency Email Server.</b> Increase in electronic communications between business units, remote sites, vendors and families realized via standard electronic-mail and scheduling communications software. Status : Un-Funded	0	1	0
4	<b>North Central Region Program (NCR): Microsoft Outlook electronic-mail and calendaring software installed on all local clients and configured to connect to Agency Email Server.</b> Increase in electronic communications between business units, remote sites, vendors and families realized via standard electronic-mail and scheduling communications software. Status : Complete	1	0	0
5	<b>Phoenix Day School for the Deaf (PDS) Phoenix: Email File Server, Microsoft Exchange Server installed. Microsoft Outlook electronic-mail and calendaring software installed on all local clients.</b>  Increase in electronic communications between business units, remote sites, vendors and families realized via standard electronic-mail and scheduling communications software. Status : Complete	1	0	0
6	<b>Southeast Region (SER) Tucson: Microsoft Outlook electronic-mail and calendaring software installed on all local clients.</b> Increase in electronic communications between business units, remote sites, vendors and families realized via standard electronic-mail and scheduling communications software. Status : Complete	0	0	0
7	<b>Southwest Region (SWR) Yuma: Microsoft Outlook electronic-mail and calendaring software installed on all local clients and configured to connect to Agency Email Server.</b> Increase in electronic communications between business units, remote sites, vendors and families realized via standard electronic-mail and scheduling communications software.  Status : Un-Funded	0	1	0
8	<b>Itinerant staff: Access provided to Agency standard e-mail and calendaring systems.</b> Increase in electronic communications between business units, remote sites, vendors and families realized via standard electronic-mail and scheduling communications software. Status : Un-Funded	0	1	0

**Objective # 6** Provide Video-Conferencing capability between and among ASDB's remote locations. Once implemented, the Agency will realize cost savings for travel, enhance educational programs and provide a median for distance learning programs.

Performance Measures		FY02	FY03	FY04
1	<b>ASDB Tucson and PDS Phoenix sites connected and configured to use Videoconferencing. Videoconference meetings scheduled on a regular basis between staff located on the Tucson and Phoenix campuses.</b> Status : Complete	1	0	0

- |   |  |   |   |   |
|---|--|---|---|---|
| 2 | <b>Remote Sites connected and cost savings realized for travel. Educational programs enhanced and median established for distance learning programs.</b> | 0 | 1 | 0 |
|   | Status : Un-Funded   |   |   |   |

**Goal # 3** Migrate existing Agency Student Information database from the Agency's existing IBM Minicomputer to a database management server.  
Research, design, code, implement, and provide training for Server-Client applications related to the Student Database.

**Objective # 1** Download Student related data from Agency's IBM System/36 to PC File Format on a PC File Server.

Performance Measures		FY02	FY03	FY04
1	<b>Files migrated to File Server in reliable PC file format. Data is to be made available for use in Microsoft Access and Excel, as an interim measure.</b>	1	0	0
	Status : Complete			

**Objective # 2** Research and design/recommend programs. Research will entail interviews with Agency personnel to determine required field information, data processes, and data distribution.

Performance Measures		FY02	FY03	FY04
1	<b>Compile and evaluate research data.</b>	1	0	0
	Status : Complete			
2	<b>Review available Student Information Systems and select the appropriate solution.</b>	1	0	0
	Status : Complete			

**Objective # 3** Objective 3: Funded: Yes  
Implement applications and train appropriate staff.

Performance Measures		FY02	FY03	FY04
1	<b>Implementation of selected software applications to be completed by 12/31/01.</b>	1	0	0
	Status : On Hold			

**Goal # 4** Provide a system to help ensure compliance with Federal and State laws as they pertain to reporting of student information. This includes the mandate of the Arizona Department of Education's Student Accountability Information System (SAIS).

The impact on the Agency and its stakeholders is multifaceted:

1. The Agency receives funding based on Student information reports.
2. Agency leadership can make informed decisions as to the success of programs and services, based on accurate data, directly affecting the quality of programs and services offered to the public.
3. Services provided to students and families are directly affected by available funding.

**Objective # 1** Research and design program. Conduct interviews and evaluate research data to develop database schemas, flow charts and form templates.

Performance Measures	FY02	FY03	FY04
1 <b>Research and design complete. Database schemas created, flow charts created, form templates created, and development standards established.</b> Status : Complete	1	0	0

**Objective # 2** Data Entry forms for staff to collect and maintain data provided.

Performance Measures	FY02	FY03	FY04
1 <b>Student Demographic data entry form developed.</b> Status : Complete	1	0	0
2 <b>Student SAIS data entry form developed.</b> Status : Complete	1	0	0
3 <b>IEP Services Tracking form developed.</b> Status : In Process	1	0	0
4 <b>Cooperative Programs-Specific data entry form developed.</b> Status : On Hold	1	0	0
5 <b>Student Measurement/Assessments data entry form developed.</b> Status : In Process	1	0	0
6 <b>Tucson Campus-Specific data entry form developed.</b> Status : On Hold	1	0	0
7 <b>Phoenix Campus-Specific data entry form developed.</b> Status : On Hold	1	0	0
8 <b>Scheduling data entry form developed.</b> Status : On Hold	1	0	0
9 <b>Attendance data entry form developed.</b> Status : On Hold	1	0	0

**Objective # 3** Provide timely and accurate reports that meet existing Federal, State and Agency reporting requirements.

Performance Measures	FY02	FY03	FY04
1 <b>Student Roster report developed providing teachers with up to date enrollment information for students in their classes.</b> Status : Complete	1	0	0
2 <b>Student Profile report developed.</b> Status : Complete	1	0	0
3 <b>Custody/Visitation Permissions report developed.</b> Status : Complete	1	0	0
4 <b>Compliant SAIS Information reports developed.</b> <b>Fulfill requirement of the State of Arizona's Department of Education.</b> Status : Complete	1	0	0

**Objective # 4** Simplify the Student Information System implementation.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Phase I complete- Includes Student Accountability Information System design requirements as mandated by the Arizona Department of Education.</b> Status : Complete	1	0	0
<b>2</b>	<b>Phase II complete- Includes recent revised design requirements for the Student Accountability Information System as per the Arizona Department of Education.</b> Status : Complete	1	0	0
<b>3</b>	<b>Future Phases determined by the Agency Administrative Leadership Team)</b> Status : In Process	1	0	0

**Objective # 5** Provide training to appropriate staff (as phases are implemented)

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Training curriculum to educate users about the new Student Information System and what procedures to follow is developed.</b> Classes offered Surveys completed Status : On Hold	1	0	0

**Objective # 6** Ensure compliance with Federal and State reporting requirements.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Hire FTE to work with the Agency as a liaison with the Arizona Department of Education, State and Federal Programs, and School Districts.</b> Status : In Process	1	0	0
<b>2</b>	<b>Maintain compliance with Federal and State mandates.</b> <b>Requires collaboration with and support from other departments</b> <b>Monitor funding based on reports (ongoing)</b>  Status : In Process	1	0	0

**Goal # 5** Protect the State's investment in technology and the data created and maintained by the Agency.  
Develop a plan to Manage Total Cost of Ownership (TCO)  
Establish Technology Standards for Software, Hardware, and Systems Configurations  
Implement a Firewall system to protect the Agency from Internet Hackers  
Protect the Agency's electronic resources from viruses  
Develop and Implement a Disaster Recovery Plan

**Objective # 1** Plan to manage Total Cost of Ownership developed.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Develop a plan to manage Total Cost of Ownership</b> Status : In Process	1	0	0
<b>2</b>	<b>Technology Standards for Software, Hardware, and Systems Configurations established (modify as required)</b> Status : Complete	1	0	0
<b>3</b>	<b>Technology Help Desk process utilized to set baselines, measure performance and provide for management of Total Cost of Ownership.</b> Status : In Process	1	0	0

<b>4</b>	<b>Provide on-going consulting services to the Agency.</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Status : In Process			

**Objective # 2** Protect the Agency networked systems resources from Hackers.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Strategic Information Technologies Security Plan developed and maintained.</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Status : In Process			
<b>2</b>	<b>Demilitarized zone and Firewall system implemented.</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Status : Complete			
<b>3</b>	<b>Firewall logs monitored to determine potential hacking attempts.</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Status : In Process			
<b>4</b>	<b>Training curriculum to educate users about hackers, what they can do to minimize risk and what procedure to follow developed.</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Classes offered			
	Surveys completed			
	Status : On Hold			

**Objective # 3** Protect the Agency's electronic resources from viruses

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Virus protection implemented for email system.</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Status : Complete			
<b>2</b>	<b>Download and application procedure for current virus data definition files utilized for email systems protection automated and monitored (daily).</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Status : In Process			
<b>3</b>	<b>Server based virus protection implemented.</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Status : In Process			
<b>4</b>	<b>Download and application of current virus data definition files to file servers automated and monitored (daily).</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Status : In Process			
<b>5</b>	<b>Client based virus protection implemented.</b>	<b>0</b>	<b>1</b>	<b>0</b>
	Status : Un-Funded			
<b>6</b>	<b>Automate the download and application of current virus data definition files to clients and monitor</b>	<b>0</b>	<b>1</b>	<b>0</b>
	Status : Un-Funded			
<b>7</b>	<b>Training curriculum to educate users about viruses, how to avoid them, how to determine if their system has been infected, and what procedure to follow developed.</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Classes offered			
	Surveys complete			
	Status : Un-Funded			

**Objective # 4** Provide Disaster Recovery Service: Develop and Implement a Disaster Recovery Plan to provide reliable access for authorized users to mission critical data to include accounting, payroll, facilities, management, and student records with minimal system down time.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>"Disaster Recovery Plan" developed.</b>	<b>1</b>	<b>0</b>	<b>0</b>
	Status : In Process			

<b>2 Disaster Recover Plan implemented.</b> Status : Un-Funded	1	0	0
<b>3 Disaster Recover Plan maintained.</b> Status : Un-Funded	1	0	0
<b>4 Backup logs monitored on a daily basis.</b> Status : In Process	1	0	0
<b>5 Training curriculum to educate users about disaster recovery, how to implement a personal plan, and what procedure to follow should their system fail developed.</b> Classes offered Surveys complete Status : Un-Funded	1	0	0

**Objective # 5** LAN/WAN infrastructure systems and file servers have current support contracts.

<b>Performance Measures</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Support Contracts obtained to insure system integrity and minimize down time.</b> Status : Un-Funded	1	0	0

**Goal # 6** Minimize the potential risk of legal liability (related to technology and the use of technology) to the Agency and the State.  
Develop and implement policies, procedures, and systems that will help reduce the potential risk of legal liability (related to technology) to the Agency and the State.  
Developed and implement a plan to insure legal compliance with software licensing  
Implement a Content-Filtering System to protect Agency systems and to help filter inappropriate, illegal, and/or offensive content from students and staff while accessing the Internet.  
Develop and implement a training curriculum to address Internet use, etiquette, Software licensing, Copyright law, and State and Federal law that pertains to the Internet and use of electronic resources. There is a great need for continuing education in these areas.

**Objective # 1** Develop and implement Appropriate Use Forms

<b>Performance Measures</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Appropriate Use of Electronic Resources Form developed for Agency Staff.</b> Status : Complete	1	0	0
<b>2 Appropriate Use of Electronic Resources Form developed for Students and their Parents.</b> Status : Complete	1	0	0
<b>3 Appropriate Use Internet Resources Form developed for Agency Staff.</b> Status : Complete	1	0	0
<b>4 Appropriate Use of Internet Resources Form developed for Students and their Parents.</b> Status : Complete	1	0	0
<b>5 Appropriate Use Forms Implemented.</b> Status : Complete	1	0	0
<b>6 Appropriate Use Forms signed and maintained (ongoing).</b> Status : In Process	1	0	0



**Objective # 2** Develop and implement a plan to help ensure legal compliance with software licensing.

Performance Measures		FY02	FY03	FY04
1	<b>Plan to help ensure legal compliance with software licensing developed and implemented.</b> <b>All purchase requisitions for information technologies hardware/software/support reviewed and approved prior to purchase.</b> Status : Complete	1	0	0

**Objective # 3** Implement a Content Filtering System (required by law)  
Implementation of a content filtering system will reduce the number of incidents and complaints (and potential liable) associated with students and staff viewing inappropriate, illegal, and/or offensive content on the Internet and through electronic mail and allow the Agency to log users access to Internet resources.

Performance Measures		FY02	FY03	FY04
1	<b>Content Filtering System implemented (required by law).</b> Status : Complete	1	0	0
2	<b>Attempts to access blocked sites logged.</b> Status : In Process	1	0	0
3	<b>DHCP client reservations for static TCP/IP addresses implemented, as recommended by the State.</b> <b>Ability to track client activity to a particular workstation provided.</b> Status : In Process	1	0	0

**Objective # 4** Provide training to users about the potential legal liability related to technology and using technology.  
Develop and implement a training curriculum for:  
Internet use, Internet and email etiquette  
Software licensing  
Copyright law  
State and Federal law that pertains to the Internet and use of electronic resources.

Performance Measures		FY02	FY03	FY04
1	<b>Training curriculum developed to educate users about the potential legal liability related to technology and using technology.</b> <b>Classes offered</b> <b>Surveys complete</b> Status : Un-Funded	1	0	0

**Goal # 7** Increase and improve communications and customer service from the Arizona Schools for the Deaf and the Blind to the public by providing a system that will allow the Agency to implement and maintain an "official" Agency web site.  
The initial focus will be to enable the Human Resources to increase employee recruitment and retention by providing employment and employee information via web pages.  
The Agency requires and "official" accessible web site that will allow for a review and approval of content prior to posting pages on the Internet. The Agency will realize cost saving through economies of scale by consolidating all existing and future web sites into one.

**Objective # 1** Implement an "official" Agency web-site presence that is accessible to people with sensory impairments.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Research of available options and accessibility standards completed.</b> Status : Complete	1	0	0
<b>2</b>	<b>Request for Proposals developed, advertised and appropriate vendor selected.</b> Status : Complete	1	0	0
<b>3</b>	<b>Initial web site design completed after working with vendor.</b> Status : Complete	1	0	0
<b>4</b>	<b>Web site software installed.</b> Status : In Process	1	0	0
<b>5</b>	<b>Testing of web site software operation and accessibility completed by Agency staff</b> Status : In Process	1	0	0
<b>6</b>	<b>"Official" Agency web site publish on the Internet.</b> Status : In Process	1	0	0
<b>7</b>	<b>Requirements of the Grant that provided funding for development of the Agency web site fulfilled.</b> Status : On Hold	1	0	0
<b>8</b>	<b>Number of hits by visitors via the Internet monitored.</b> Status : In Process	1	0	0

**Objective # 2** Provide an on-line system that will enable the Human Resources Department to increase employee recruitment and retention.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Employment information published for potential employees</b> <b>Requires collaboration with the Human Resources department</b> <b>Number of hits by visitors via the Internet monitored</b> Status : In Process	1	0	0
<b>2</b>	<b>On-line employment application provided to make it easier for potential employees to apply.</b> Status : Un-Funded	1	0	0
<b>3</b>	<b>Number of employment applications downloaded/submitted by visitors via the Internet monitored.</b> Status : Un-Funded	1	0	0
<b>4</b>	<b>Human Resources department to publish information for existing employees in an effort to improve employee retention.</b> <b>Number of hits by visitors via the Internet monitored.</b> Status : In Process	1	0	0

**Objective # 3** Increase Agency communications to the public

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Host web pages for official Agency communications/publications.</b> <b>Number of hits by visitors via the Internet monitored.</b> Status : In Process	1	0	0
<b>2</b>	<b>Existing Agency web-sites consolidated and cost reduced.</b> Status : In Process	0	1	0

<b>3</b>	<b>Educational Program information published for families. Number of hits by visitors via the Internet monitored.</b> Status : In Process	1	0	0
<b>4</b>	<b>Parents of ASDB students provided secure access to information regarding their child's activities and programs. Requires the completed implementation of Student Information Systems Number of hits by visitors via the Internet monitored.</b> Status : Un-Funded	0	0	1

**Objective # 4** Provide training to staff of how to create web pages using the Agency's web site system.  
Train staffs who are to review pages submitted to be published prior to posting.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Training curriculum developed to educate users how to create web pages using the Agency web site system. Classes offered Surveys complete</b> Status : In Process	1	0	0

**Goal # 8** Enhance and maintain ASDB's Student IT instructional programs to reflect current technologies.

**Objective # 1** Provide a plan to regularly upgrade/replace instructional hardware and software.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Provide reliable and responsive access to the Agency network to users. Updating ASDB's instructional hardware to state of the art standards will be an ongoing process. (Dependant of appropriate funding)</b> Status : Un-Funded	1	0	0

**Objective # 2** Increase computer/student ratio.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Ratio increased.</b> Status : Un-Funded	0	1	0

**Objective # 3** Develop a process for Agency staff to follow and standardize on applications to be used as curriculum or to present curriculum.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Process developed and adopted.</b> Status : In Process	1	0	0

**Objective # 4** Work with staff to apply for technology Grants

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Realize additional Grant awards.</b> Status : In Process	1	0	0

**Goal # 9** Provide cost effective and improved network systems and Information Technologies technical support services.

**Objective # 1** Implement high-speed networking technologies to provide increased access and access speed to network resources for students and staff.

Performance Measures		FY02	FY03	FY04
1	<b>High-speed networking technologies implemented and access increased and faster access speed realized.</b> Status : Un-Funded	1	0	0

**Objective # 2** Establish procedures to obtain Information Technologies technical support.

Performance Measures		FY02	FY03	FY04
1	<b>Procedures established</b> Status : Complete	1	0	0

**Objective # 3** Implement and fine tune an Information Technologies Help Desk.

Performance Measures		FY02	FY03	FY04
1	<b>Help Desk established.</b> Status : In Process	1	0	0
2	<b>Response times and services improved by implementing a Help Desk software system in order to provide accurate reports.</b> Status : Un-Funded	0	1	0

**Objective # 4** Realize improved support by implementing a remote control application to PC desktops for the Help Desk to utilize as a tool.

Performance Measures		FY02	FY03	FY04
1	<b>Technical Support improved through use of an inventory and Help Desk software system.</b> Status : Un-Funded	0	1	0
1	<b>Technical Support improved through use of a remote control application used by the Help Desk as a support tool.</b> Status : In Process	1	0	0

**Objective # 5** Conduct Surveys to determine how to provide better technical support.

Performance Measures		FY02	FY03	FY04
1	<b>Provide better technical support by surveying users.</b> Status : Un-Funded	1	0	0

**Goal # 10** Provide cost effective and improved Telecommunications systems and support.

**Objective # 1** Establish procedures to obtain Telecommunications technical support.

Performance Measures		FY02	FY03	FY04
1	<b>Procedures established.</b> Status : Complete	1	0	0

**Objective # 2** Implement and fine-tune a Telecommunications Help Desk.

Performance Measures		FY02	FY03	FY04
1	<b>Telecommunications Help Desk Implemented</b> Status : Complete	1	0	0

<b>2</b>	<b>Response times and services improved by implementing a Telecommunications Help Desk software system in order to provide accurate reports.</b>	0	1	0
	Status : Un-Funded			

**Objective # 3** Realize improved support by maintaining an accurate inventory of switches, circuits, support contracts and handsets.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Technical Support improved through use of an inventory and Telecommunications Help Desk software system.</b>	0	1	0
	Status : Un-Funded			
<b>1</b>	<b>Telecommunications Support improved through use of an inventory and Telecommunications Help Desk software system.</b>	0	1	0
	Status : Un-Funded			
<b>1</b>	<b>Technical Support improved through use of an inventory and Telecommunications Help Desk software system.</b>	0	1	0
	Status : Un-Funded			

**Objective # 4** Review existing telecommunications bills and emerging technologies and look for ways to save public resources.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Save public resources for telecommunications services.</b>	1	0	0
	Status : Un-Funded			

**Goal # 11** Provide Agency staff with quality Information Technologies training programs.

**Objective # 1** Improve Technical Support by developing and implement a comprehensive Information Technologies training program in support of the Information Technology goals and the goals of the Agency.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Realize improved technical support through training.</b>	1	0	0
	Status : Un-Funded			

**Objective # 2** Conduct Surveys to determine how to provide better Information Technologies training.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Better Information Technologies training provided by surveying users.</b>	1	0	0
	Status : Un-Funded			

**Goal # 12** Implement a Systems Upgrade Plan for File Servers, Workstation Clients, Infrastructure, Software, other Hardware.

**Objective # 1** Develop and implement a plan to provide Agency staff and students access to current Information Technologies by upgrading all Information Technologies hardware and software systems as necessary.

**Performance Measures**

**1 Realize systems upgrades (ongoing)**  
Status : On Hold

<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
1	0	0

## Deaf and Hard of Hearing, Arizona Council for the

### Description

Governed by a 14-member board, this agency has eleven staff members who conduct consumer workshops, public speaking presentations, and attend public information fairs to distribute information on hearing loss and its prevention. Staff members host and produce a weekly half-hour, nation wide television program for the deaf and hard-of-hearing. The Commission consults with state, county, city, and federal agencies identifying appropriate approaches to ensure quality programs and services for deaf and hard-of-hearing consumers. Through a special appropriated fund, the agency administers a telecommunications relay service for deaf, speech-impaired, and deaf-blind persons. It also distributes telecommunication devices for the deaf to residents of Arizona.

### IT Vision

ACHI's success as a referral and information source can be measured by the proactive approach to IT maintenance into existing and new programs, and by the consistent and continuous support of staff development in computer program/application training.

### IT Mission

The purpose of the Arizona Commission for the Deaf and the Hard of Hearing is to ensure and expand IT to track partnership with the public and private sector, to ensure accessibility for the deaf and the hard of hearing to improve their quality of life.

## Goal # 1 Improve IT in contract administration

### Objective # 1 Establish a software for measuring vendor performance.

Performance Measures		FY02	FY03	FY04
1	Quantify all measurable aspects of the contract Status : In Process	1	0	0
2	Track vendor compliance with each measure and regular reports. Status : In Process	1	1	1
3	Use the measurements in Objective 1 and 2 to establish the baseline. Status : In Process	1	0	0

### Objective # 2 Establish IT to measure contract compliance.

Performance Measures		FY02	FY03	FY04
1	Measure each aspect of contract compliance. Status : In Process	1	1	1

### Objective # 3 Establish a software for consumer feedback that will be compatible with the website and commensurate with performance.

Performance Measures		FY02	FY03	FY04
1	Analyze consumer feedback to measure compliance of agency contracts. Status : In Process	1	1	1

**Objective # 4** Work with the State Procurement Office into creating a software for agencies to input the scope of work and specifications to be written in the Request for Proposals.

Performance Measures		FY02	FY03	FY04
1	Time and cost efficient in inputting the scope of work into Requests for Proposals. Status : In Process	1	1	1

**Goal # 2** Improve tracking software for quantifying public and private sector partnerships.

**Objective # 1** Upgrade the Access software in identifying and tracking partnerships.

Performance Measures		FY02	FY03	FY04
1	Identifies and tracks partnerships. Status : In Process	1	0	0

**Goal # 3** Develop proceedings of the ASL Teacher Certification task force.

**Objective # 1** Develop a web page of the task force proceedings.

Performance Measures		FY02	FY03	FY04
1	The web page includes a list of task force membership Status : In Process	1	0	0

**Goal # 4** Improve IT accessibility for individuals who are deaf and hard of hearing.

**Objective # 1** Establish a tracking system that identifies each telecommunication that meets the needs of the deaf, hard of hearing, deaf blind and speech impaired.

Performance Measures		FY02	FY03	FY04
1	Increase the number of new equipment by 800%. Status : In Process	800	0	0

**Objective # 2** Establish a tracking system that measures the agency's outreach efforts.

Performance Measures		FY02	FY03	FY04
1	Program an annual activity report. Status : In Process	1	0	0

**Objective # 3** Improve visibility of the agency web page.

Performance Measures		FY02	FY03	FY04
1	Add counter to the agency counter to track subscribers. Status : In Process	1	0	0

**Objective # 4** Increase website multimedia.

Performance Measures		FY02	FY03	FY04
1	Add videoconferencing in the internet for client services, training, conferences and meetings. Status : In Process	1	0	0





## Dental Examiners, Arizona Board of

### Description

The State Board of Dental Examiners examines, licenses, and certifies professionals to practice in the field of dentistry. The Board also accepts complaints against licensees and certificate holders, investigates allegations, and administratively adjudicates complaints. The Board serves approximately 5,500 professionals licensed or certified to practice in the state, as well as all Arizona citizens who receive these professional services.

### IT Vision

Dental Board staff has developed and will continue to enhance an integrated system that facilitates information tracking and dissemination.

### IT Mission

To continually develop and maintain information systems designed to accurately track and report the licensure and case status for all dental professionals licensed and certified by the Arizona State Board of Dental Examiners.

**Goal # 1** Provide accurate and timely information on the complaint review process to the Legislature, the public, and the media.

**Objective # 1** Provide appropriate training to staff on the Windows 98, Windows ME, and MS Office environments.

Performance Measures		FY02	FY03	FY04
1	Number of employees per year completing outside software training. Status : In Process	1	1	1

**Goal # 2** Provide real time information or written documentation to better serve the public's requests for background data on licensees such as where they graduated from college, date of graduation, date of licensure in Arizona, complaint history, address of record, etc.

**Objective # 1** Continual update of professional database including licensure and complaint data.

Performance Measures		FY02	FY03	FY04
1	Average number of days from receipt of written request to issuance of documents. Status : In Process	7	7	7

**Goal # 3** Accurately track the overall complaint process on a case by case basis and ensure the generation of applicable legal documents.

**Objective # 1** Continual update of professional database including complaint, allegation and adjudication information.

**Performance Measures**

- 1    **Average number of days from receipt of complaint to resolution of complaint.**

Status :    In Process

<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
150	150	150

# Disease Control Research Commission

## Description

The program awards contracts for projects researching the causes, epidemiology and diagnosis, formulation of cures, medically accepted treatment and prevention of diseases, including drug discovery and development; and oversees the projects to assure contract compliance.

## IT Vision

Efficient and accurate data management.

## IT Mission

The powers and duties for the Arizona Disease Control Research Commission are outlined in A.R.S. §§ 36-273-275.

The commission utilize monies in the Disease Control Research Fund and Health Research Fund to contract with individuals, organizations, corporations and institutions, public or private, in this state for any projects or services that, in the commission's determination, may advance research into the causes, the epidemiology and diagnosis, the formulation of cures, the medically accepted treatment or the prevention of diseases including new drug discovery and development.

The Commission is also responsible for technology transfer, patenting and licensing of discoveries made using Commission funds.

The mission of information technology for the ADCRC is to support the statutory powers and duties of the Commission efficiently and effectively by managing and disseminating accurate information.

**Goal # 1** Maintain financial and database systems which allow the agency director to obtain information and answer questions directed to the Commission by the Commissioners, the Governor's Office, the Joint Legislative Budget Committee and the Legislature within 24 hours of a request.

**Objective # 1** To track contract expenditures and Commission payments so that accurate financial date is readily available.

### Performance Measures

	FY02	FY03	FY04
1 Link Excel work sheets to a summary page showing total payments made v. total available amount by program	1	0	0
Status : In Process			

**Goal # 2** Maintain current Peer Reviewer and Master databases to assure timely delivery of RFP and contract related mail.

The Master databases have been updated and purged with an associated decrease in returned mail. This measure is an ongoing priority.

**Objective # 1** Decrease cost of postage by decreasing the number of undeliverable items.

Performance Measures		FY02	FY03	FY04
1	Track the number of pieces of returned mail. Status : In Process	1	0	0

**Goal # 3** To develop an automated method for the dissemination of research contract forms and information to contractors and other researchers.

This goal is closely tied to developing a website. The Commission is continuing its efforts in this area.

**Objective # 1** To have routine report forms available on disc and via E-mail for contractors.

Performance Measures		FY02	FY03	FY04
1	Track requests for delivering of forms on disc or via e-mail with fulfillment of the requests Status : In Process	1	0	0

## Dispensing Opticians Board

### Description

The Board of Dispensing Opticians examines and licenses professionals to practice in the field of opticianry and licenses optical establishments. The Board also accepts complaints against licensees, investigates allegations, and administratively adjudicates complaints. The Board serves 650 opticians and 300 optical establishments licensed to practice in the state, as well as all Arizona citizens who receive these professional services.

### IT Vision

To provide information to the public in a timely manner through use of state of the art technology.

### IT Mission

Provide continuous training and support for Exec. Dir. on PC

**Goal # 1** Comply with Governor's mandate that state agencies go on-line and develop web sites. (The progress of this goal is in the hands of the Licensing Governing Council)

**Objective # 1** To develop a website and place on line

#### Performance Measures

		FY02	FY03	FY04
1	<b>Awaiting outcome of Licensing Governing Council's research and sufficient funding</b>	0	0	0
	Status : In Process			

## Economic Security, Arizona Department of

### Description

DES combines a broad range of Arizona's human service programs within a single agency. Each month, DES' services are sought by more than one million Arizona children, adults, and families. These services range from employment assistance and job training to child and adult protection, child support enforcement, cash assistance, and services for the developmentally disabled. DES works closely with several other state agencies in its delivery of services to the citizens of Arizona. Among the entities DES works with are AHCCCS, DHS, and the juvenile justice system.

### IT Vision

To create a DES integrated corporate culture that supports innovative IT business solutions to provide excellent service to our customers.

### IT Mission

To support the DES Mission by utilizing integrated, cost-effective, and efficient IT business solutions that continuously meet customers' and employees' needs.

**Goal # 1** To have a dynamic IT architecture and infrastructure that meets the needs of our customers.

**Objective # 1** By June 30, 2002, DES will implement standards on and provide greater access to staff for remote dial-in telecommuting.

Performance Measures		FY02	FY03	FY04
1	By June 30, 2002, DES/DCYF will expand remote access technology in DCYF. Status : In Process	1	0	0
2	By June 30, 2002, DES/DTS will develop telecommuting standards, expand access, and strengthen the telecommuting infrastructure to provide greater remote dial-in telecommuting access. Status : In Process	1	0	0

**Objective # 2** By June 30, 2003 DES will deploy technology that allows for better data communication between divisions and between state agencies.

Performance Measures		FY02	FY03	FY04
1	By December 31, 2001, DES/DTS will provide connectivity to the DES Wide Area Network (WAN) for all DES offices. Status : In Process	0	0	0
2	By June 30, 2003, DES/DCYF will identify business needs and implement an interface application through the DES WAN to integrate data from the DCYF CHILDS with other State agencies and DES divisions. Status : In Process	0	1	0

- |   |  |   |   |   |
|---|--|---|---|---|
| 3 | <b>By June 30, 2002, DES/DBF will upgrade its infrastructure to the most current releases of Microsoft Operating System and Suite</b><br>Status : In Process | 1 | 0 | 0 |
|---|--|---|---|---|

**Objective # 3** By June 30, 2002 DES will continue with an agency strategy for managing IT Total Cost of Ownership (TCO).

Performance Measures		FY02	FY03	FY04
1	<b>By June 30, 2002, DES/DTS will select and replace the DES mainframe laser printer.</b> Status : In Process	1	0	0
2	<b>By June 30, 2002, DES/DTS will deploy a remote diagnostic tool.</b> Status : In Process	1	0	0

**Objective # 4** By September 1, 2004, DES will update and expand the Business Continuity & Contingency Plan.

Performance Measures		FY02	FY03	FY04
1	<b>By August 31, 2002, DES/DTS/ITPPS, will increase % of business functions added to BCCP by 5%.</b> Status : In Process	1	0	0
2	<b>By August 31, 2003, DES/DTS/ITPPS will expand BCCP to include additional business functions.</b> Status : In Process	0	1	0
3	<b>By December 31, 2004, DES/DTS/ITPPS will survey participants to indicate satisfaction with the plan.</b> Status : In Process	0	0	1

**Goal # 2** To provide integrated, common data to support fact-based decisions.

**Objective # 1** By June 30, 2002, DES will expand the Client Data Warehouse.

Performance Measures		FY02	FY03	FY04
1	<b>By June 30, 2002, DES/S&amp;P Data Warehouse DBAs will champion the development and implementation of policies, standards, and procedures to a single enterprise wide data warehouse and client data marts, which will optimize the use of DES Client data.</b> Status : In Process	1	0	0

**Objective # 2** By June 30, 2002, DES will select an automated IT asset inventory discovery tool and database.

Performance Measures		FY02	FY03	FY04
1	<b>By June 30, 2002, DES/DTS will select an asset discovery tool.</b> Status : In Process	1	0	0

**Goal # 3** To coordinate and provide efficient and effective IT services for our customers.

**Objective # 1** By June 30, 2002, DES will enhance its managed health care automated systems.



**Performance Measures**

	FY02	FY03	FY04
<b>1 By October 1, 2001, DES/DDD will implement an Acute Care Managed Health Care System.</b>	0	0	0
Status : In Process			

**Objective # 2** By June 30, 2003, DES will explore options for Screening and Referral systems consistent with the No Wrong Door Strategy.

**Performance Measures**

	FY02	FY03	FY04
<b>1 On Hold, DES/DPPD will develop alternatives to support a Screening and Referral System consistent with the No Wrong Door Strategy.</b>	0	0	0
Status : Un-Funded			

**Objective # 3** By June 30, 2003 DES will implement automated systems that make the provision of services to clients and customers more efficient and effective.

**Performance Measures**

	FY02	FY03	FY04
<b>1 By June 30, 2003, DES/DACS/CSA will implement a Contract Planning &amp; Ledger System.</b>	0	1	0
Status : In Process			
<b>2 By June 30, 2002, DES/DBME will implement an automated interface between FAA/TANF and Tribal TANF programs.</b>	1	0	0
Status : In Process			
<b>3 By June 30, 2003, DES/DCSE will implement Thin Client Technology in DCSE.</b>	0	1	0
Status : In Process			
<b>4 By June 30, 2002, DES/DCSE will implement new, or enhance current call center technology in DCSE.</b>	2	0	0
Status : In Process			
<b>5 By June 30, 2002, DES/DCYF/CMDP will implement an interface application between DCYF and CMDP.</b>	1	0	0
Status : In Process			
<b>6 By June 30, 2003, DES/DDD will implement a new automation system, contingent upon funding.(ASSISTS) (On Hold)</b>	0	0	0
Status : Un-Funded			
<b>7 By November 30, 2002, DES/DDD will implement a new web based application to manage and report mandatory functions to AHCCCS. (On Hold)</b>	0	0	0
Status : Un-Funded			
<b>8 By March 31, 2002, DES/DDD will implement a web based application for capturing and reporting unusual incidents to AHCCCS and Behavioral Health.</b>	0	0	0
Status : In Process			
<b>9 By June 30, 2003, DES/DERS/CCA will implement an EBT business process for tracking and payment of CCA child care providers. (On Hold)</b>	0	0	0
Status : Un-Funded			
<b>10 By June 30, 2003, DES/DERS/CCA will implement Electronic Fund Transfer for CCA.</b>	0	1	0
Status : In Process			

11	By December 31, 2001, DES/DERS/ESA will implement an automated Benefit Audit, Reporting and Tracking System (BARTS) in DERS/ESA. Status : In Process	0	0	0
12	By March 31, 2002, DES/DERS/ESA will implement UI document imaging. Status : In Process	1	0	0
13	By June 30, 2003, DES/DERS/RSA will implement an automated comprehensive management system to provide the necessary tracking, auditing and reporting requirements for The Business Enterprise Program (BEP). Contingent upon funding. (On Hold) Status : Un-Funded	0	0	0
14	By June 30, 2002, DES/DTS will select an implement a virtual tape system for more efficient data storage. Status : In Process	1	0	0
15	By June 30, 2003, DES/DTS/S&P, will identify, select and implement productivity enhancing tools. Status : In Process	0	1	0
16	By June 30, 2003, DES/DBF will upgrade FMCS to Advantage 3.0. Status : In Process	0	1	0
17	By June 30, 2003, DES/DERS/WDA will implement the One-Stop System. Status : In Process	0	1	0
18	By June 30, 2003, DES/DDD will implement an automation system to meet the needs for the DDD Client Funds Trust System, contingent upon funding. (On Hold) Status : Un-Funded	0	0	0

**Objective # 4** By June 30, 2003, DES will enhance automated systems that make the provision of services to clients and customers more efficient and effective.

Performance Measures		FY02	FY03	FY04
1	By June 30, 2002, DES/DBME/OPE will expand the automated data management system in OPE. Status : In Process	1	0	0
2	By June 30, 2002, DES/DCYF/ACYF will enhance Call Center Technology. (On Hold) Status : Un-Funded	0	0	0
3	By June 30, 2002, DES/DERS/CCA will expand the automated eligibility system.(AZCCATS)- Expanding Provider Access to include Internet Billing. Status : In Process	1	0	0
4	By June 30, 2002, DES/DERS/CCA will enhance the automation eligibility system in AZCCATS. Status : In Process	1	0	0
5	By October 16, 2002, DES will implement enhancements that allow for improvement to the portability of health benefits and greater accountability in the area of healthcare fraud. (HIPPA) Status : In Process	1	0	0

6	<b>By June 30, 2002, DES/DERS/Jobs will enhance the Jobs Automated System to improve business processes to providers and customers.</b> Status : In Process	1	0	0
7	<b>By June 30, 2003 DES/DPPD will manage the implementation of changes to policy, procedures, and systems to provide eligibility determination services for the new and expanded medical categories. (Prop 204 Project)</b> Status : In Process	0	1	0

**Objective # 5** By June 30, 2003, DES will provide services and information to its clients and customers by maximizing and expanding its use of Internet and web technology.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
1	<b>By August 31, 2001, DES/DDD will implement an automation system that will notify contractors of the needs of DDD clients.</b> Status : In Process	0	0	0
2	<b>By June 30, 2002, DES/DDD will implement a web based application to meet the needs of DDD in sharing information with the community and stakeholders.</b> Status : In Process	1	0	0
3	<b>By June 30, 2002 DES/DDD will implement an automation system to meet the needs of the division for recruiting providers to service DDD's clients. (ARCLink)</b> Status : In Process	1	0	0
4	<b>By June 30, 2003, DES/DBME/FAA will develop web based systems and applications for three uses (e.g. hospital notification, PC front-end to AZTECS, online application).</b> Status : In Process	0	1	0
5	<b>By June 30, 2002, DES/DBF will implement an Intra/Extranet procurement card process.</b> Status : In Process	1	0	0
6	<b>By June 30, 2002, DES/DBF will implement an Intranet travel reimbursement process. (On Hold)</b> Status : Un-Funded	0	0	0
8	<b>By June 30, 2003, DES/DERS/ESA will implement UI Internet Employer Quarterly Wage Report filing as well as initial claims filing via the Internet.</b> Status : In Process	0	1	0
9	<b>By June 30, 2002, DES/DTS, through management of the DES Internet project, will implement standard web site presentation templates, site publication processes and standard site development tools and languages.</b> Status : In Process	1	0	0
10	<b>By June 30, 2003, DES/DTS/S&amp;P will identify, select and implement at least one tool that can web-enable legacy applications which will improve access to DES information on the various platforms utilized in DES.</b> Status : In Process	0	1	0

**Objective # 6** By June 30, 2003 DES will identify, select and train IT staff in order to make provision of services to clients and customers more efficient and effective.

**Performance Measures**

- 1 By June 30, 2003, DES/DTS/S&P, will identify, select and train appropriate staff on the Capability Maturing Model from the Software Engineering Institute and Project Management from the Project Management Institute. (On Hold)  
Status : On Hold

<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
0	0	0

**Projects****Project Cost by Year and Status Code (000's)**

	1998	1999	2000	2001	2002
<b>Active</b>	2,032	33,533	8,488	14,219	1,349
<b>Completed</b>	73,278	7,347	11,759	2,478	46
<b>Total</b>	<b>75,310</b>	<b>40,880</b>	<b>20,247</b>	<b>16,697</b>	<b>1,395</b>

**Number of Projects by Year and Status Code**

	1998	1999	2000	2001	2002
<b>Active</b>	1	1	3	5	2
<b>Completed</b>	29	29	15	3	1
<b>Total</b>	<b>30</b>	<b>30</b>	<b>18</b>	<b>8</b>	<b>3</b>

# Education, Arizona Department of

## Description

The Arizona Department of Education operates under the direction of the Superintendent of Public Instruction to provide direct services to approximately 1375 schools in 247 locally governed school districts, and 296 charter schools operating at 431+ sites. The agency executes the policies of the State Board of Education and the State Board of Vocational and Technological Education. The agency implements state academic standards; administers statewide assessments; disseminates information; administers and allocates federal and state funds; and provides program improvement assistance to schools and districts. The agency's strategic focus is on increasing student achievement, with special emphasis on Kindergarten through 3rd grade (K-3) reading, fiscal and academic accountability, and continued support of educational choice in Arizona.

## IT Vision

Information technology is integral to the Department of Education's everyday operating environment and a primary instrument for innovative approaches to supporting academic excellence.

## IT Mission

To provide customers with accurate timely information in support of their decision making process.

**Goal # 1** To improve the support of information technology and services.

**Objective # 1** By June 30, 2002, determine customer satisfaction rating.

Performance Measures		FY02	FY03	FY04
1	Percent of customers satisfied with Management Information Services (baseline set in FY 2002) Status : In Process	0	0	0

**Objective # 2** By June 30, 2002, decrease resolution time for help desk calls.

Performance Measures		FY02	FY03	FY04
1	Percent reduction in average time necessary to satisfy external (SAIS) user help requests(baseline set in FY 2002) Status : In Process	0	0	0
2	Percent reduction in average time necessary to satisfy internal user help requests (baseline set in FY 2002) Status : In Process	0	0	0

**Objective # 3** By June 30, 2002, reduce computer server downtime.

Performance Measures		FY02	FY03	FY04
1	Percent reduction in average downtime of Internet servers. (baseline set in FY 2002) Status : In Process	0	0	0
2	Percent reduction in average downtime of messaging services. (baseline set in FY 2002) Status : In Process	0	0	0

**Goal # 2** To improve the existing Student Accountability Information System (SAIS) to give maximum support to academic and financial accountability.

**Objective # 1** By 6/30/03 integrate language census information into SAIS to eliminate the necessity for schools and LEA's to file annual ALCAP reports via the Web.

Performance Measures		FY02	FY03	FY04
1	<b>Data for the legislative report, as generated from the SAIS student detail database, will be compared to a parallel run of the ALCAP application for the same school year (if the ALCAP application is run); differences (if any) will be within acceptable limits.</b> Status : In Process	0	1	1

**Goal # 3** To deliver better customer service by improving communication from the Department of Education to the public.

**Objective # 1** By July 1, 2002, expand the information available to the public through the Web to include online test score aggregate data.

Performance Measures		FY02	FY03	FY04
1	<b>The public can view summary and statistical information about Stanford 9 and AIMS tests on the agency's Web page.</b> Status : In Process	0	1	1

**Goal # 4** To improve the operation of MIS by constructing a single central data warehouse, to be referred to as the Agency Information Factory (AIF). bringing together all information within the agency without redundancy (information that answers agency-wide questions).

**Objective # 1** By July 1, 2002, increase the amount of membership-related LEA data stored in the SAIS student database.

Performance Measures		FY02	FY03	FY04
1	<b>Percentage of student membership-related data stored in SAIS student database</b> Status : In Process	65	80	95

**Objective # 2** By July 1, 2002, increase the level of student special needs data stored in SAIS student database.

Performance Measures		FY02	FY03	FY04
1	<b>Percentage of student special needs data stored in SAIS student database</b> Status : In Process	40	65	90

**Goal # 5** To reengineer MIS unit workflow to facilitate effective external and internal customer service.

**Objective # 1** Perform formal evaluation of all program areas, assess current workflow, and realign them in a way to enforce customer service.

**Performance Measures**

- 1 Percent of program areas whose evaluation is completed and realignment accomplished.

Status : In Process

FY02	FY03	FY04
75	90	95

**Objective # 2** Establish a Project Management Office (PMO) to monitor and adjust individual program areas' workflow.

**Performance Measures**

- 1 Percentage of program area workflow monitored by Program Management Office.

Status : In Process

FY02	FY03	FY04
85	90	95

**Projects****Project Cost by Year and Status Code (000's)**

	1998	1999	2000	2001	2002
Active					
Completed		278			
Total		278			

**Number of Projects by Year and Status Code**

	1998	1999	2000	2001	2002
Active					
Completed		1			
Total		1			

## **\*Emergency and Military Affairs, Arizona Department of**

### **Description**

The Department of Emergency and Military Affairs is divided into three programs: Administration, Emergency Management, and Military Affairs. The Administration program coordinates the activities of the other programs. It provides overall financial, contracting, personnel, and property management actions. The Emergency Services program prepares and coordinates emergency response plans for the State. The Military Affairs program contains the Army National Guard and Air National Guard programs each of which develop, train, and sustain a military force for the protection of life, property, preservation of peace, maintenance of order, and public safety. It also administers Project Challenge for training at-risk youth and the Joint Counter Narcotics Task Force.

### **IT Vision**

The existence of a cooperative spirit and seamless sharing of electronic information and communications within the Department of Emergency and Military Affairs. Utilization of technology, allowing the public easier and better access to appropriate agency information.

### **IT Mission**

The IT group plans, implements, and supports continual improvement of technological capabilities, which enable the efficient and effective promotion, protection, defense of peace, health , and safety of Arizona's citizens and property.

**Goal # 1** (ADEM) To have compatible systems with those of affiliated agencies to reduce support costs and to more easily share information.

**Objective # 1** To upgrade personal computer operating system to provide for continuity throughout the agency on all personal computers by 06/30/2001.

#### **Performance Measures**

**FY02 FY03 FY04**

- 1 Evaluate Windows 2000 workstation for reliability and install on all personal computers by 6/30/2001.**

Status : In Process

**Objective # 2** To standardize on the most recent of the optimum office Suite software by 06/30/2001.

#### **Performance Measures**

**FY02 FY03 FY04**

- 1 Evaluate the standardization of Office suites and the exchange of documentation between FEMA and the Division by 6/30/01. Most outside agencies that we communicate with are using the Microsoft Office Suite.**

Status : In Process

**Objective # 3** (DEMA) Emergency Management needs to coordinate any software upgrades with Military Affairs. Military Affairs shares files with NGB and functions supported by the DOIM. The optimum scenario would be to synchronize all upgrades within DEMA and upgrades b

#### **Performance Measures**

**FY02 FY03 FY04**

- 1 The coordination of the purchase of upgrade of software would greatly enhance the ability of share documents between agencies.**

Status : In Process

**\*Last year's plan**

**Emergency and Military Affairs, Arizona Department of**

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- 2 The ability to share information between Military Affairs, National Guard Bureau, and Emergency Management.**  
Status : In Process

**Goal # 2** (ADEM) To keep up with technology and services in order to have the ability to share information with other agencies.

- Objective # 1** Establish and implement an upgrade program for network hardware (servers, hubs, etc) by 12/31/01.

**Performance Measures**

**FY02 FY03 FY04**

- 1 To have the ability to communicate at a higher rate of speed to enhance productivity.**  
Status : In Process

- Objective # 2** Establish and implement an upgrade plan for PCs by 6/30/01.

**Performance Measures**

**FY02 FY03 FY04**

- 1 The need exists to upgrade older PC's with newer and faster technology to increase productivity and prevent constant computer problems.**  
Status : In Process

- Objective # 3** Investigate the need for fax services within the agency by 06/30/01.

**Performance Measures**

**FY02 FY03 FY04**

- 1 The need for fax services exists with the Division, however, the recommended solution is to install Microsoft Fax services on each computer. This will eliminate the need for individual fax machines and reduce the need for clerical staff to waste time wait**  
Status : In Process

- Objective # 4** (DEMA) Move all computers to 100 Base T system. Switches, cabling, and equipment.

**Performance Measures**

**FY02 FY03 FY04**

- 1 The move to 100 Base T system will enhance communications and reliability.**  
Status : In Process

**Goal # 3** (ADEM) To share existing pertinent data within the agency.

- Objective # 1** Investigate the need to merge and/or share E-Team data within the agency and implement the solution by 12/31/00.

**Performance Measures**

**FY02 FY03 FY04**

- 1 The best solution would be to run the same GIS system to better enable the sharing and integration of data.**  
Status : In Process

**Goal # 4** (ADEM) Continue to increase web capabilities through development of web applications and delivery of dynamic information to web customers.

- Objective # 1** (ADEM) Develop web based customer satisfaction survey.

**Performance Measures****FY02 FY03 FY04**

- 1 (ADEM) To receive customer service input for the improvement of Division performance by 6/30/2001.

Status : In Process

**Objective # 2** (ADEM) Develop Hazard Mitigation Planning System for the automated creation of local hazard mitigation plans for roll-up to State level.

**Performance Measures****FY02 FY03 FY04**

- 1 (ADEM) System to be able to identify high priority hazard mitigation projects by 6/30/2001.

Status : In Process

**Objective # 3** (ADEM) To fine tune the Tier II software for allow for reporting and inquiry of chemical storage.

**Performance Measures****FY02 FY03 FY04**

- 1 (ADEM) This system would allow for accurate and timely reporting by chemical storage facilities by 6/30/2001.

Status : In Process

**Objective # 4** (ADEM) The ability to allow advanced user access to update and add information to their individual web pages.

**Performance Measures****FY02 FY03 FY04**

- 1 (ADEM) Each advanced user will easily add and update their web pages with minimal Network Administrator intervention by 6/30/2001.

Status : In Process

**Objective # 5** (Navajo) Supply a mechanism for content providers to update their portions of the site in a timely manner.

**Performance Measures****FY02 FY03 FY04**

- 1 Provide timely information to users of the Camp Navajo's Web sit.

Status : In Process

**Goal # 5** (Navajo) Maximize use of Network Resources to gain the most from our investment.

**Objective # 1** Expand computer-based Safety training to run from all CN workstations.

**Performance Measures****FY02 FY03 FY04**

- 1 Maximize the number of employees who are training in proper safety procedures.

Status : In Process

**Objective # 2** Monitor fuel usage by department and vehicle via LAN.

**Performance Measures****FY02 FY03 FY04**

- 1 Allow all Departments to monitor fuel consumption/costs in real-time to reduce expenditures.

Status : In Process

**Objective # 3** Install a workstation in building 1 that connects to the ADOA AFIS.

**Performance Measures****FY02    FY03    FY04**

- 1 Expedite AFIS services for Camp Navajo to reduce workload for AFIS personnel at DEMA HQ.**

Status : In Process

**Goal # 6** (Navajo) Maintain and improve current services.

**Objective # 1** Video conferencing, Camp Navajo to Papago Military Park.

**Performance Measures****FY02    FY03    FY04**

- 1 Reduce amount of time required traveling to Phoenix from camp Navajo for meetings.**

Status : In Process

**Objective # 2** Make Command Conference room presentation ready.

**Performance Measures****FY02    FY03    FY04**

- 1 Ability to give computer assisted presentation at any given time without prior notice or setup.**

Status : In Process

**Objective # 3** Continue to support Supervisory Control and Data Acquisition systems.

**Performance Measures****FY02    FY03    FY04**

- 1 Maintain data as required by Air Force and Navy customers. Ensure proper operation of Camp Navajo's Water Treatment Facilities.**

Status : In Process

**Objective # 4** Continue LAN upgrades of non-100MB Ethernet buildings.

**Performance Measures****FY02    FY03    FY04**

- 1 Allow all Camp Navajo workstations access to the same high quality network resources, i.e., safety CBT.**

Status : In Process

**Objective # 5** Replace outdated computer systems as needed. (Roughly 10-20%)

**Performance Measures****FY02    FY03    FY04**

- 1 Increase user productivity. Reduce workstation down-time and reduce the amount of service time required.**

Status : In Process

**Goal # 7** (DEMA) Upgrade operating system to have compatible systems to reduce support costs and to more easily share information.

**Objective # 1** Test bed Windows NT on 5 computers and if determined to be beneficial then purchase site licensed for all assigned computers.

**Performance Measures****FY02    FY03    FY04**

- 1 Windows 2000 should provide better stability and sharing of information agency wide.**

Status : In Process

**Objective # 2** Upgrade all computers over a 5 year period with 20 computer upgrades per year.

**Performance Measures**

**FY02    FY03    FY04**

- 1    New computer technology will enable users to better share information and upgrade productivity.**

Status :    In Process

**Goal # 8**    (DEMA) Install BACNet in every state facility within DEMA to control environmental conditions within buildings and control costs.

**Objective # 1**    (DEMA) Need to install BACNet in every facility in order to control environmental costs.

**Performance Measures**

**FY02    FY03    FY04**

- 1    Installing BACNet will monitor the environments system within each building and reduce and control costs.**

Status :    In Process

**Goal # 9**    (DEMA) Emergency Management needs LAN connectivity and training in order to utilize the Environmental Office's ARCMIS server to share data over the Intranet.

**Objective # 1**    Emergency Management doesn't currently have connectivity to the ARCMIS server on the National Guard side. This server has GIS software loaded and would enable Emergency Management to share data.

**Performance Measures**

**FY02    FY03    FY04**

- 1    ARCMIS server connectivity for Emergency Management would allow sharing of information and data.**

Status :    In Process

# Environmental Quality, Arizona Department of

## Description

The Arizona Department of Environmental Quality's (ADEQ) purpose is to protect human health and the environment by enforcing standards of quality for Arizona's air, land, and water. The Department's Air Quality Division issues permits to regulate industrial air pollution sources, regulates vehicle emissions, monitors and assesses the ambient air, and develops air quality improvement strategies. The Department's Waste Programs Division implements programs to minimize waste generation, identifies and corrects improper waste management practices, and oversees the clean-up (remediation) of hazardous waste sites. The Department's Water Quality Division regulates drinking water and waste water systems, monitors and assesses waters of the state, and provides hydrologic analysis to support hazardous site remediation.

## IT Vision

OIT will work proactively to affect agency policies and practices in the development and use of information technology toward that end. ADEQ will empower its customers through direct and easy access to the specific information and services they need, allowing them to fulfill their need and express their opinions directly, wherever they are, at any time of day.

OIT will :

- . Embrace the appropriate use of innovative technology
- . Coordinate services to citizens across local, county, state, and federal government, providing those services efficiently and effectively.
- . Use the data and information that it holds with the greatest respect for individual privacy.
- . Link itself electronically to Arizona citizens and businesses to ensure that they can easily and directly obtain information and services to meet their needs.

## IT Mission

To provide information technology infrastructure and integrated systems to support the department's data processing and communication needs in order to provide accurate information on a reliable, timely and cost effective basis to agency staff and management in support of their contribution to the agency's mission, and to external customers as requested and appropriate.

**Goal # 1** Improve agency-wide IT decision making, prioritization, and planning processes.

**Objective # 1** Reestablish the roles and use of the IT Steering Committee to provide direction, to prioritize, to allocate funding, and to continuously oversee IT projects and initiatives.

### Performance Measures

	FY02	FY03	FY04
<b>1 Hold at least 12 meetings of the steering group per year.</b>	4	12	12
Status : In Process			
<b>2 Resources allocated to state/agency priorities</b>	1	1	1
Status : In Process			

**Objective # 2** Review application development priorities and modify as needed for funding the next three-year development cycle.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Review and modification of application development priorities quarterly by senior leadership.</b> Status : In Process	0	1	1
<b>2</b>	<b>Analyze and synchronize centralized and decentralized development goals and objectives.</b> Status : On Hold	0	1	1
<b>3</b>	<b>Funding of three-year development cycle.</b> Status : On Hold	0	1	1

**Objective # 3** Clarify roles and responsibilities for ITS services (ensure service level matrix reflects needs and priorities of agency)

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Obtain sign-off from agency director and division directors</b> Status : In Process	1	0	0
<b>2</b>	<b>Regular review from IT Steering Committee</b> Status : In Process	0	1	1
<b>3</b>	<b>Users and ITS comply with service levels in matrix (periodic third party verification)</b> Status : In Process	1	1	1
<b>4</b>	<b>Customer service and productivity improves</b> Status : In Process	0	1	1

**Objective # 4** Integrate planning process (integrate IT plan with agency's strategic plan and individual program work plans).

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>ITS is presented with one set of IT requirements that is updated and reviewed as necessary by IT Steering Committee.</b> Status : In Process	0	1	1
<b>2</b>	<b>ITS is involved in the planning for division specific projects that rely on ITS support.</b> Status : In Process	0	1	1

**Objective # 5** Encourage IT project managers to become certified project managers through Project Management Institute (PMI)- consistent with state standards.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Five staff from ITS and will receive PMI certification</b> Status : In Process	3	2	0
<b>2</b>	<b>Three IT coordinators (one from each division) will receive PMI certification</b> Status : On Hold	1	1	1
<b>3</b>	<b>IT projects are completed on time and within budget and meet business needs</b> Status : In Process	0	1	1

**Goal # 2** Meet technical requirements for ADEQ's move to Capitol Mall.

**Objective # 1** Determine ITS' roles and responsibilities for move (includes project plan, funding, information, etc)

Performance Measures		FY02	FY03	FY04
1	<b>Development of service level agreement between ADEQ and DOA that describes roles, responsibilities, funding, project timelines, and the risks for the move.</b> Status : Complete	1	0	0
2	<b>ADEQ moves into new building according to plan.</b> Status : In Process	0	1	0

**Objective # 2** Develop a service level agreement (IGA) with DOA for services provided after moving into new building (reporting, detailed billing, other services).

Performance Measures		FY02	FY03	FY04
1	<b>A service level agreement signed off by ADEQ and ADOA</b> Status : On Hold	0	1	1
2	<b>Improved delivery of ADOA services</b> Status : On Hold	0	1	1

**Objective # 3** Develop and implement a transition plan to support IT in both buildings during the move.

Performance Measures		FY02	FY03	FY04
1	<b>Ensure staff in existing building have access to basic IT services during the transition.</b> Status : In Process	0	1	0

**Objective # 4** Select and implement phone system.

Performance Measures		FY02	FY03	FY04
1	<b>Select and implement an agency-wide phone system that meets business requirements in the most cost effective manner.</b> Status : In Process	0	1	0

**Objective # 5** Transition IT infrastructure from existing location to new building (cabling, power requirements, etc.)

Performance Measures		FY02	FY03	FY04
1	<b>ADEQ infrastructure will be fully functionally three months after the move is complete.</b> Status : In Process	0	1	0

**Goal # 3** Ensure IT infrastructure and staff support internal and external business needs.

**Objective # 1** Improve reliability of enterprise back up and restore process (network files and GroupWise)

Performance Measures		FY02	FY03	FY04
1	<b>Increase percentage of data that is successfully backed up and can be restored from 75 percent to 95 percent.</b> Status : In Process	85	90	95

**Objective # 2** Improve remote access to ADEQ applications for regional and remote offices and telecommuters

Performance Measures	FY02	FY03	FY04
1 CITRIX working 95 percent of time 24/7 Status : In Process	50	90	95
2 CITRIX user customer satisfaction will be at least 80 percent as measured by ADEQ customer satisfaction survey Status : In Process	60	75	80
3 GroupWise web working 95 percent of time (24/7) Status : In Process	95	95	95

**Objective # 3** Maintain or improve customer satisfaction

Performance Measures	FY02	FY03	FY04
1 Maintain at least an 80 percent customer satisfaction level Status : In Process	80	80	80
2 Improved working relationship with programs Status : In Process	1	1	1
3 Reduced help desk tickets per month. Assumes no major increases in FTE. Status : In Process	1000	900	800

**Objective # 4** Increase and manage storage capacity to meet the needs of the programs

Performance Measures	FY02	FY03	FY04
1 Installation of at least one terabyte of storage over the next year Status : On Hold	1	0	0
2 ITS can provide enough storage capacity to allow the programs to develop effective environmental management solutions. Status : On Hold	0	1	1

**Objective # 5** Conversion to Microsoft client and server operating system and desktop applications (in conjunction with refresh of lease).

Performance Measures	FY02	FY03	FY04
1 Smooth transition to Microsoft by FY04 Status : Un-Funded	0	0	1
2 Increased productivity of ADEQ staff Status : Un-Funded	0	0	1

**Objective # 6** Refresh of all desktops, laptops, and servers as necessary to support business requirements (beginning summer 03).

Performance Measures	FY02	FY03	FY04
1 Smooth Refresh of all desktops, laptops, and servers as needed. Status : On Hold	0	1	1
2 25 percent reduction in server and desktop failures Status : On Hold	0	0	25

**Objective # 7** Continue to implement strategy to hire and retain qualified IT staff.



**Performance Measures**

- 1 Hire a new project manager for ISDU**

Status : Un-Funded

FY02	FY03	FY04
1	0	0

- 2 Hire GIS analyst to support GIS strategic plan**

Status : On Hold

1	0	0
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- 3 Maintain a 80 percent staff retention rate for ITS FTEs**

Status : In Process

90	80	80
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**Objective # 8** Evaluate new technology to support business needs.**Performance Measures**

- 1 Completion of a study evaluating the needs, options, and costs for implementing video conferencing between ADEQ headquarters in Phoenix and the Tucson and Flagstaff Regional Offices.**

Status : Un-Funded

FY02	FY03	FY04
0	1	0

- 2 Completion of a study evaluating the best approach for providing desktop faxing capabilities for DO and OC**

Status : Un-Funded

0	1	0
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**Goal # 4** Ensure protection and integrity of agency data**Objective # 1** Maintain security plan in accordance with state standards**Performance Measures**

- 1 Maintain consistent levels of security**

Status : In Process

FY02	FY03	FY04
1	1	1

- 2 Reconcile state and ADEQ security issues**

Status : In Process

1	1	1
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- 3 Document security policies and procedures**

Status : In Process

1	1	1
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**Objective # 2** Develop a privacy statement in accordance with state standards.**Performance Measures**

- 1 Develop privacy policy in accordance with state standards**

Status : In Process

FY02	FY03	FY04
1	0	0

**Objective # 3** Improve agency-wide data quality particular core data.**Performance Measures**

- 1 Improved data quality**

Status : On Hold

FY02	FY03	FY04
0	1	1

- 2 Reduced costs in data reconciliation as measured by a 25 percent reduction in staff time to reconcile data during integration.**

Status : On Hold

0	15	25
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**Objective # 4** Develop and test a process for the continuation of IT services after a disaster**Performance Measures**

- 1 Identify requirements for disaster recovery of IT Services.**

Status : Un-Funded

FY02	FY03	FY04
0	0	1

<b>2 Identify and lease a facility location out of Phoenix metro area.</b>	0	0	1
Status : Un-Funded			
<b>3 Purchase back-up equipment and install at "Hot site."</b>	0	0	1
Status : Un-Funded			
<b>4 Document and test recovery processes.</b>	0	0	1
Status : Un-Funded			

**Goal # 5** Develop and maintain applications that support agency-wide business requirements

**Objective # 1** Complete three-year AZURITE development cycle

Performance Measures	FY02	FY03	FY04
<b>1 Completion of development projects on time and within budget as measured by number of modules.</b>	6	4	3
Status : In Process			
<b>2 Increased use by ADEQ staff as measured by percentage increase. Currently 50 percent of staff use AZURITE the goal over the next three years is for 75 percent of staff.</b>	50	65	75
Status : In Process			
<b>3 Better information for managing the environment</b>	1	1	1
Status : In Process			

**Objective # 2** Maintain decentralized applications consistent with agency standards.

Performance Measures	FY02	FY03	FY04
<b>1 Ensure decentralized applications are managed consistent with agency-wide application development standards. This will be measured as percent conformance.</b>	50	65	75
Status : In Process			

**Objective # 3** Finalize and implement GIS strategic plan

Performance Measures	FY02	FY03	FY04
<b>1 Finalization of GIS strategic plan</b>	1	0	0
Status : In Process			
<b>2 Access to GIS tools for basic and power users from all desktops.</b>	0	1	1
Status : In Process			
<b>3 Public assess to GIS information for three applications.</b>	0	0	1
Status : In Process			

**Objective # 4** Achieve level II or higher of the software Capability Maturity Model (CMM)

Performance Measures	FY02	FY03	FY04
<b>1 Achieve at least level II for decentralized development groups</b>	0	1	1
Status : Un-Funded			
<b>2 Achieve at least level III for enterprise development group</b>	0	1	1
Status : In Process			
<b>3 Software development costs are decreased by 25 percent.</b>	0	15	25
Status : In Process			

**Objective # 5** Enhance agency Intranet for information sharing, evaluation of environmental risks and development of protection strategies

Performance Measures	FY02	FY03	FY04
1 <b>Staff access to GIS via the intranet</b> Status : In Process	0	1	1
2 <b>Greater use of the internet by media programs as measured by number of programs posting info on intranet.</b> Status : In Process	2	4	6
3 <b>Develop one interactive intranet application in FY03 and FY04</b> Status : Un-Funded	0	1	1

**Objective # 6** Evaluate new projects for appropriate support and possible integration.

Performance Measures	FY02	FY03	FY04
1 <b>Assess two new projects each year.</b> Status : In Process	2	2	2

**Goal # 6** Enhance, review, and maintain agency-wide IT standards, policies, procedures, documentation, and training programs.

**Objective # 1** Enhance formal process for developing, maintaining, reviewing, revising, receiving feedback, and communicating IT standards and ITS processes at ADEQ (via intranet).

Performance Measures	FY02	FY03	FY04
1 <b>Continue to publish existing standards on intranet as measured by percentage completion</b> Status : In Process	50	60	70
2 <b>Agency adherence to standards as measured by percentage of applications in compliance.</b> Status : In Process	55	65	75

**Objective # 2** Comply and or document reason for non-conformance with all approved state IT policies, standards, and procedures (PSPs) -(Participate in PSP development process through CIO Council).

Performance Measures	FY02	FY03	FY04
1 <b>Compliance with all state PSPs (or documentation for non compliance)as measured by percent in compliance.</b> Status : In Process	50	75	100

**Objective # 3** Ensure all applications have adequate system and user documentation

Performance Measures	FY02	FY03	FY04
1 <b>Agency-wide standards for system and user documentation</b> Status : In Process	0	1	0
2 <b>All new applications will have system and user documentation in accordance with standards as measured by percentage of systems in compliance.</b> Status : In Process	50	75	80

**Objective # 4** Implement a training program for agency-wide applications that can incorporate system revisions and user turnover.

Performance Measures		FY02	FY03	FY04
1	<b>Development of training program for agency-wide applications</b> Status : Un-Funded	0	1	1
1	<b>Development of a GIS training program</b> Status : Un-Funded	0	1	1

**Goal # 7** Develop an agency-wide e-government vision in accordance with state and federal guidance to ensure improved public access and efficient electronic business transactions.

**Objective # 1** Assign an agency-wide e-government sponsor to develop an agency-wide vision for e-government.

Performance Measures		FY02	FY03	FY04
1	<b>Assignment of agency-wide e-government sponsor</b> Status : Un-Funded	0	1	0
2	<b>Development of e-government vision for ADEQ</b> Status : Un-Funded	0	1	0

**Objective # 2** Assess feasibility of using state web portal (AZ@Your Service) for meeting ADEQ e-government requirements

Performance Measures		FY02	FY03	FY04
1	<b>An assessment of potential electronic transactions to be included on the state web portal</b> Status : Un-Funded	0	1	0

**Objective # 3** Improve online access to ADEQ information.

Performance Measures		FY02	FY03	FY04
1	<b>Publish public access communication strategy</b> Status : Un-Funded	0	1	0
2	<b>Continue to improve ADEQ Internet as measured by an increase in amount of information posted by 10 percent a year.</b>  Status : Un-Funded	10	10	10
3	<b>Provide enforcement and compliance data via the Internet</b> Status : Un-Funded	0	1	0

**Objective # 4** Enhance electronic reporting capabilities for regulated community (i.e. reporting compliance data electronically and applying online for permits).

Performance Measures		FY02	FY03	FY04
1	<b>Development of a coordinated approach to electronic reporting</b> Status : Un-Funded	0	0	1
2	<b>Develop one interactive electronic reporting initiative that is linked to the enterprise application.</b> Status : Un-Funded	0	0	1

**Objective # 5** Work with EPA and ECOS to share data via the National Environmental Network

**Performance Measures****1 Population of network node**

Status : Complete

**FY02**

1

**FY03**

1

**FY04**

1

**2 Successful data extract to EPA**

Status : Complete

1

1

1

**3 Replace media program uploads to EPA with network node extract process. ADEQ plans to replace one extract process a year.**

Status : Un-Funded

1

1

1

**Projects****Project Cost by Year and Status Code (000's)**

	1998	1999	2000	2001	2002
Active		427		1,140	
Completed	1,456	7,724	117	1,077	
Total	1,456	8,151	117	2,217	

**Number of Projects by Year and Status Code**

	1998	1999	2000	2001	2002
Active		1		3	
Completed	6	9	2	2	
Total	6	10	2	5	

# Executive Clemency, Arizona Board of

## Description

Each month the Board conducts parole hearings for inmates who have committed offenses prior to January, 1994. Hearings include consideration for home arrest, work furlough, release, rescission, modification, revocation (of both parole and community service), and absolute discharge. The Board also conducts clemency hearings which include commutation, pardon, and reprieve.

## IT Vision

To enhance the agency's technology allowing for efficient and effective workload management while maximizing public access to Board events and information.

## IT Mission

To continually improve the Agency's technology so that only the best and most timely information is utilized by the Board for inmate related decision making and that all stakeholders have real time access to the same information.

**Goal # 1** To have the ability to manage information by developing and maintaining the Agency's own database.

**Objective # 1** By June 2004 to have researched and developed a means of uploading AIMS data from the Dept. of Corrections (ADC) to our LAN. We estimate that this project will take one to two years. The majority of the work would be done in 2003. Originally the dates were June 2003 with work being done in 2002. However this was not funded.

Performance Measures	FY02	FY03	FY04
1 This would be measured on a percentage of completion basis. Status : Un-Funded	0	0	0

**Objective # 2** To expand & provide support for the Agency database by utilizing the outside vendors who developed the initial Clemency Application Suite (CAS).

Performance Measures	FY02	FY03	FY04
1 By August 2001, establish a contract with the outside vendor to provide service needed. There is a contract in place through April 2002. However there is no funding to continue this support. Status : Un-Funded	0	0	0

**Goal # 2** To improve productivity of agency personnel. This goal overlaps goal one as the improvement of our technology will also improve agency productivity and efficiency.

**Objective # 1** By June 2001 have email server working. Since the State is requiring more on-line access such as open enrollment and the pending entering of time sheets on line, we added the additional 8 people (was 14). However, we are struggling to meet these expenses. Also confidentiality remains an issue.

Performance Measures	FY02	FY03	FY04
1 By June 2001 to have the server operational. Change this date to June 2003. Status : Un-Funded	0	0	0

**Objective # 2** Replace 2 laptops each fiscal year (2002 and 2003).

Performance Measures		FY02	FY03	FY04
1	<b>The purchase of 2 new laptops. Change this to 2004 as it was also un-funded.</b> Status : On Hold	0	0	0

**Objective # 3** By June 2002 connect the entire agency to the internet to enable better communication to other agencies and organizations and improve on objective 4 and 5. This objective overlaps Goal 3 so all costs are shown in goal 3. We added 8 people but are struggling to meet this expense.

Performance Measures		FY02	FY03	FY04
1	<b>That the entire agency connects and uses the Internet. Because of increasing state requirements for on line entries such as open enrollment and future time sheets, we added remaining staff to internet. We struggle to meet these expenses as no additional funds were appropriated.</b> Status : Complete	0	0	0

**Objective # 4** To develop a system of either using current PBS system (AIMS) or develop a dual path system to capture inmate data.

Performance Measures		FY02	FY03	FY04
1	<b>This would be measured on a percentage of completion basis.</b> Status : Un-Funded	1	0	0

**Objective # 5** Through programming, continue development of improved statistical reporting as we pursue the ability to manage our own database.

Performance Measures		FY02	FY03	FY04
1	<b>By the end of FY 2001, have improved our ability to generate statistical reports that will be more useful to our stakeholders. This goal was partially met. However lack of funding prevents the completion of this task.</b> Status : In Process	0	0	0

**Objective # 6** In FY 2002 the Agency needs to replace 7 PC's and 1 laser printer (purchased in FY 96) and upgrade operating system to Win NT2000 as well as upgrade SQL (also installed in FY 96) to the latest version and upgrade to Office 2000 and upgrade development software.

Performance Measures		FY02	FY03	FY04
1	<b>The successful completion of the replacement and upgrading of equipment and software.</b> Status : Un-Funded	0	0	0

**Goal # 3** To develop both intranet and internet access to the agency.  
The intranet has been developed as of 6-20-01. Everyone has internet access. However, there is not an agency website available to the public due to a lack of funds. We struggle to meet this expense.

**Objective # 1** By June 2002, through programming, allow public access to the agency website. Not met due to lack of funding.

Performance Measures		FY02	FY03	FY04
1	The agency's ability to communicate internally via the intranet. Status : Un-Funded	0	0	0
2	The public's ability to access Board information via the Internet. Status : Un-Funded	0	0	0

**Goal # 4** To use computerization to maintain levels of victim research on all inmates who are in the AZ Department of Corrections and can be certified for any type of Board release.

**Objective # 1** Continue research on all victims of inmates to confirm that proper and accurate notification is being given to Victims and Officials regardless of their requesting notification, and verify the proper address. (Note: law requires Victims & Officials to re

Performance Measures		FY02	FY03	FY04
1	Percent of notifications sent to those victims identified for notification. Status : In Process	100	100	100

**Objective # 2** Using the internet, when notices are returned, increase the percentage of victims found.

Performance Measures		FY02	FY03	FY04
1	On a semi-annual basis, readdress the returned mail from victims & officials. (Due to decreased personnel the returned mail is researched once. We would like to improve this). Status : In Process	2	2	2

**Goal # 5** To research, develop and maintain a system of using automated telephones to provide information to the public that is currently provided by staff.

**Objective # 1** By June 2002 research the ability of the Agency to use automated phone service to answer general questions from the public and other agencies. This was not met due to lack of funding.

Performance Measures		FY02	FY03	FY04
1	A completed study of possibilities involved in implementing this goal. Status : Un-Funded	0	0	0

**Objective # 2** By June 2003 implement an automated phone system to answer general questions.

Performance Measures		FY02	FY03	FY04
1	An automated system would be in place. Status : Un-Funded	0	0	0



## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed		80		1,099	
Total		80		1,099	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed		1		2	
Total		1		2	

## **\*Exposition and State Fair, Arizona**

### **Description**

The Arizona Exposition and State Fair (AESF) is a 96-acre entertainment facility which showcases a variety of events including one of the pre-eminent state fairs in the country. AESF rents its facilities to a variety of tenants and promoters, including the Arizona National Livestock Show and the Maricopa County Fair. AESF provides a location to showcase industry, agriculture, education, and entertainment for the enjoyment of the citizens of Arizona.

### **IT Vision**

To create and maintain a computerized network that is able to keep pace with technology for the next five years.

### **IT Mission**

To link all individual departments of the agency together to better disseminate information and coordinate activities and increase productivity using Information Technology.

**Goal # 1** Provide internal agency education to assist in learning network, e-mail and internet.

**Objective # 1** Provide written documentation and hands on assistance to employees as they learn to maneuver within the network, email and internet functions.

#### **Performance Measures**

**FY02 FY03 FY04**

- 1 Number of request for additional training/documentation.**  
Status : In Process
- 2 Number of people using department files on the network.**  
Status : In Process
- 3 Number of complaints/problems with remote access server.**  
Status : In Process

\*Last year's plan.

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed		101			
Total		101			

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed		2			
Total		2			

# Funeral Director's Board

## Description

The Board of Funeral Directors and Embalmers examines and licenses individuals that provide funeral goods and services. The Board also accepts complaints against licensees, investigates allegations, and administratively adjudicates complaints. The Board oversees approximately 800 licensees practicing in the state and serves all Arizona citizens who receive funeral goods and services.

## IT Vision

To obtain and maintain the technology necessary to provide the board, the citizen, the licensee, other agencies and the general public with comprehensive access to the most recent information regarding the funeral service in the state of Arizona.

## IT Mission

To establish and maintain the necessary informational technology and equipment to assist and enhance the Board in regulating funeral service and providing optimum customer efficiency.

### Goal # 1 The creation and maintenance of a web-site.

**Objective # 1** To provide immediate informational access to consumers relative to laws, rules and data which would otherwise be obtained through contacting the Boards office.

#### Performance Measures

**FY02 FY03 FY04**

- 1 Reduction in the number of calls received regarding laws and rules.**  
Status : In Process
- 2 Number of complaints and or questions that would be received over the web-site.**  
Status : In Process
- 3 Number of requests for applications and or laws.**  
Status : In Process

### Goal # 2 To maintain and update existing technology as needed.

**Objective # 1** To ensure that technology utilized by Board does not become antiquated and inefficient.

#### Performance Measures

**FY02 FY03 FY04**

- 1 A survey conducted by consumers and licensees alike to evaluate the efficiency and effectiveness of the Board.**  
Status : In Process

# Game & Fish Department, Arizona

## Description

The Department operates pursuant to A.R.S. Title 17 and A.R. S. Title 5. The laws relating to wildlife and watercraft operations are administered by the Arizona Game and Fish Department (AGFD) under the control of the Game and Fish Commission. The Department is responsible for managing Arizona's wildlife populations. The Department is involved in trying to ensure the diversity of wildlife that resides in Arizona is maintained. We have been working to reintroduce once extirpated species - the black-footed ferret, the California condor, the Mexican gray wolf and the Gila trout. Efforts at restoring threatened and endangered species have enabled a few species, such as the peregrine falcon, to be de-listed (removed from the Federal Endangered Species List). The Department is also involved in helping to protect wildlife resources. We accomplish part of this through efforts to educate off-highway vehicle operators about safe and responsible use of these vehicles. The Department also is responsible for enforcing safe boating laws and registering watercraft.

## IT Vision

To provide Game & Fish employees with a communication network and infrastructure to access email, office applications and agency legacy systems.

## IT Mission

To support the Department with it's automation and communication needs and to provide the most efficient services possible to the citizens of Arizona through the use of information technology.

**Goal # 1** To provide a robust network and information infrastructure for information accessibility by all Department employees.

**Objective # 1** To equip a "working office" for home-based Game & Fish employees.

Performance Measures		FY02	FY03	FY04
1	Develop a plan for the disbursement of "Home Office" equipment. Status : In Process	40	40	20

**Objective # 2** Starting in FY 01/02, replace thirty percent (33%) of the Departments' older personal computers.

Performance Measures		FY02	FY03	FY04
1	Develop a plan with budget approval for replacing one third of the agency PC's on an annual basis. Status : Complete	200	200	200

**Goal # 2** To use Information Technology to provide quality services for all customers and stakeholders using e-Government solutions.

**Objective # 1** To develop a Watercraft license renewals sales systems for customer use via the Internet.

**Performance Measures**

- 1 Implement an on-line system during FY01/02.  
Status : In Process

FY02	FY03	FY04
1	0	0

**Goal # 4** To leverage technology to provide quality customer service without a significant increase in support staff.

**Objective # 1** To use training and productivity tools to supplement limited technical staff.

**Performance Measures**

- 1 Reviewing customer service work orders by comparing the number of completed work orders to the number of open work orders to measure productivity. Customer Satisfaction is measured by comparing the previous collective score to the current quarter's score.  
Status : In Process

FY02	FY03	FY04
100	100	100

**Projects****Project Cost by Year and Status Code (000's)**

	1998	1999	2000	2001	2002
Active				281	
Completed	578	347	128		
Total	578	347	128	281	

**Number of Projects by Year and Status Code**

	1998	1999	2000	2001	2002
Active				2	
Completed	3	4	1		
Total	3	4	1	2	

# Gaming, Arizona Department of

## Description

The Department of Gaming is responsible for carrying out the State's responsibilities under the Tribal-State gaming compacts. The Department monitors compliance by the Tribal gaming operations with all compact requirements, including those governing the nature, extent, and conduct of gaming activities; public health, safety, and welfare; and other operational requirements. It also conducts background investigations of all prospective gaming employees, management contractors, providers of gaming services, and manufacturers and distributors of gaming devices in order to ensure that unsuitable individuals or companies are not involved in Arizona's gaming industry.

## IT Vision

In partnership with business unit managers, assume a leadership role in the development, deployment and support of State standards-compliant, innovative information technology solutions to improve departmental efficiency, inter-governmental and inter-agency cooperation and, the regulation of Indian Gaming in Arizona.

## IT Mission

Within budget constraints, provide the Arizona Department of Gaming with State standards-compliant, timely, reliable, cost-effective and secure information technology solutions, which support the Agency's mission and enable its business processes.

**Goal # 1** Enhance the Department's IT infrastructure to support remote access and increased inter-governmental / inter-agency electronic interaction.

**Objective # 1** By November 2001 - upgrade the Department's IT security equipment and policies to support remote access and prevent unauthorized access to sensitive regulatory information.

Performance Measures		FY02	FY03	FY04
1	The policy and implementation will comply with State of Arizona security mandates. Status : In Process	1	0	0

**Objective # 2** By November 2001 - provide toll free internet access for select business units to support field work.

Performance Measures		FY02	FY03	FY04
1	The service will provide reliable (99% availability) access to the Department's Web server at a minimum speed of 49kb. Status : In Process	1	0	0

**Objective # 3** By June 2002 - migrate all non-licensing production databases from Alpha Four to Access XP.

Performance Measures		FY02	FY03	FY04
1	The databases will provide enhanced functionality as required by the business units, including import/export and Web access. Status : In Process	1	0	0

**Objective # 4** By December 2002 - provide vendors, casinos, and Tribal Gaming Offices internet access to regulatory forms and related information.

Performance Measures		FY02	FY03	FY04
1	The website will provide authorized users reliable, secure access to intended forms and information only.	0	1	0
Status : Un-Funded				

**Objective # 5** By April 2003 - implement an automated fingerprint processing and storage system.

Performance Measures		FY02	FY03	FY04
1	Within three days of fingerprint record submission, the system will reliably (99.9%) provide criminal history information based on fingerprints, reducing licensing cycle time by six weeks.	0	1	0
Status : Un-Funded				

**Objective # 6** By June 2003 - implement a vendor database to track critical vendor information.

Performance Measures		FY02	FY03	FY04
1	The system will provide reliable access to data and reports required to regulate gaming vendors.	0	1	0
Status : Un-Funded				

**Objective # 7** By December 2003 - implement a common licensing system comprised of standard components from the State Common Licensing System and modules customized for the Department.

Performance Measures		FY02	FY03	FY04
1	The system will securely and reliably support all licensing requirements and functions specified in gaming compacts.	0	1	0
Status : Un-Funded				

**Objective # 8** By December 2005 - implement network and database capabilities required to enable a Joint Monitoring System (JMS) which will collect information from all Indian gaming establishments in Arizona. The project will begin in 2003.

Performance Measures		FY02	FY03	FY04
1	The JMS will provide reliable access and storage of regulatory data collected from casino operations.	0	1	1
Status : Un-Funded				

**Goal # 2** Train the Department's IT and business unit staff in the administration and use of Departmental software and systems.

**Objective # 1** Maintain currency in the training of departmental IT and business unit staff on applicable software and systems.

Performance Measures		FY02	FY03	FY04
1	All Departmental personnel will be trained on new or upgraded software and systems that they use in their Department job prior to software/system deployment.	1	1	1
Status : In Process				



## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active		129		49	
Completed		46			
Total		175		49	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active		1		1	
Completed		1			
Total		2		1	

# Geological Survey, Arizona

## Description

The Arizona Geological Survey (AZGS) was established by the Arizona Legislature to be a primary source of information about geologic materials, resources, and processes in Arizona. AZGS geologists (1) map and describe rock units and their weathering products, (2) investigate geologic processes such as earthquakes, land subsidence, flooding, and rock solution that may be hazardous to the public or may impact land- and resource management, (3) characterize metallic, non-metallic, and energy resources, (4) provide administrative and staff support for the Arizona Oil and Gas Conservation Commission, and (5) disseminate geologic information by answering inquiries, maintaining a library and databases, preparing and selling maps and reports, maintaining a website, giving talks, and leading fieldtrips. The Arizona Oil and Gas Conservation Commission regulates the drilling for and production of oil, gas, helium, geothermal, and carbon dioxide to ensure sound engineering, environmental, and conservation practices are followed. AZGS staff assist by issuing permits to drill, monitoring drilling, inspecting completed wells, compiling drilling and production data, and maintaining well files. Geologic data users include interested citizens and citizen groups, elected officials and staff, governmental land- and resource-management agencies, environmental and engineering geology companies, hydrologists, energy- and mineral-exploration companies, consultants, attorneys, realtors, insurance companies, teachers, students, libraries, book dealers, et al.

## IT Vision

Ultimately, the Arizona Geological Survey (AZGS) is a collector, repository, and distributor of geologic information. As such, it is essential for employees to be able to store and quickly and easily retrieve and dispense information in response to inquiries from the public, businesses, governmental agencies, and elected officials. During the past few years, the AZGS has developed a number of databases for storage of information and begun the process of making this data available through electronic media. In the near future, these databases will be maintained and enhanced where possible and electronic access will be made easier. Technology to electronically capture data in the field is available now but too expensive to implement, so this will be a long-term goal.

## IT Mission

The IT mission of the Arizona Geological Survey is to provide up-to-date technology that will allow employees to accomplish their tasks in an effective and timely manner. In particular, employees must have the ability to deliver data to clients in customized packages appropriate to the needs of the clients. As a small agency with limited budgetary discretion and personnel, technology that has low maintenance and is easy to use is essential to success.

## Goal # 1 Ensure adequate computer capabilities for the Agency.

**Objective # 1** Implement a regular computer and printer replacement policy based on projected useful life of PC-based systems and laser printers.

Performance Measures		FY02	FY03	FY04
1	<b>Continue to present annual budget requests that support the purchase of 5 replacement computers per year and one laser printer every two years.</b> Status : In Process	1	1	1
2	<b>Purchase 5 replacement computers with software every year beginning with 2001-2002.</b> Status : In Process	15,500	15,500	15,500

<b>3</b>	<b>Purchase replacement laser printer for normal use in 2002-2003</b>	0	2000	0
	Status : In Process			

**Goal # 2** Improve digital access to existing and new databases.

**Objective # 1** Make use of high-capacity electronic media such as CD-ROM to make large datasets available to the public.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Increase the number of CD-ROM (or other digital media) products released annually.</b>	5	6	7
	Status : In Process			

**Objective # 2** Improve access to library holdings database

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Make a computer station available for library patrons to have better access to library holdings.</b>	0	1	1
	Status : In Process			

**Objective # 3** Distribute geologic spatial data using Geographic Information System (GIS) technology

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Produce 3 geologic spatial data products in 2000-2001</b>			
	Status : Complete			
<b>2</b>	<b>Produce 3 geologic spatial data products in 2001-2002</b>	3		
	Status : Complete			
<b>3</b>	<b>Produce 3 geologic spatial data products in 2002-2003</b>		3	
	Status : In Process			

**Objective # 4** Distribute color maps on CD-ROM in a format that can be viewed on a personal computer

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Produce 1 colored geologic map on CD-ROM in 2000-2001</b>			
	Status : Complete			
<b>2</b>	<b>Produce 2 colored geologic maps on CD-ROM in 2001-2002</b>	2		
	Status : Complete			
<b>3</b>	<b>Produce 3 colored geologic maps on CD-ROM in 2002-2003</b>		3	
	Status : In Process			

**Goal # 3** Improve hardcopy publication capabilities and quality.

**Objective # 1** Streamline production of geologic maps printed off-site and investigate cost-effectiveness of printing full-color geologic maps on premises.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Choose selected color maps for trial sales to test demand and cost.</b>	2	4	6
	Status : In Process			

**Objective # 2** Acquire a duplexing color laser printer with Postscript capabilities.

**Performance Measures**

- 1 Acquire duplexing color laser printer with Postscript capabilities.**  
Status : In Process
- 2 Produce small-run promotional brochures using the color printer**  
Status : In Process
- 3 Produce informal geologic publications using selective color.**  
Status : In Process

<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
0	1	0
0	1	3
0	1	2

# Government Information Technology Agency, Arizona

## Description

This agency is responsible for statewide information technology (IT) planning, coordinating, oversight and consulting. The Government Information Technology Agency (GITA) Director serves as the Chief Information Officer (CIO) for State of Arizona Executive Branch agencies. GITA is responsible for administering the State's Executive Branch IT resources, including establishing statewide standards, serving as statewide coordinator, critically evaluating and approving/disapproving agency IT plans and projects. GITA is also responsible for mandating necessary revisions to statewide standards and temporarily suspending the expenditure of monies if an IT project is at risk of failing to achieve its intended results or not complying with State requirements. In addition, GITA provides IT consulting services to agencies and staff support for the Information Technology Authorization Committee (ITAC). ITAC is an Executive, Legislative, Judicial and private sector committee which has oversight responsibility for information technology in all three branches of State government.

## IT Vision

Use information technology to improve quality and productivity of the Agency while providing useful information to key stakeholders

## IT Mission

To provide IT resources necessary to conduct the business of the Agency and to provide information that will help guide the statewide direction.

**Goal # 1** Provide necessary technical support to ensure GITA operations are efficient and effective.

**Objective # 1** Modernize and improve the GITA Web Site to enhance communication with agencies, other States, and the general public.

Performance Measures		FY02	FY03	FY04
1	By March 2001, phase I of the web site will be complete. Status : Complete	0	0	0
2	Phase II of website redesign will be complete. Status : In Process	1	0	0

**Objective # 2** Support telecommuting

Performance Measures		FY02	FY03	FY04
1	100% of personnel approved for telecommuting will have a signed agreement in place by January 2001 Status : Complete	0	0	0

**Objective # 3** Ensure high degree of reliability and ease of access of GITA's computing infrastructure by implementing new hardware and software by July 2002.

Performance Measures		FY02	FY03	FY04
1	Migrate 100% of GITA staff to Office 2000 by the end of FY2001 Status : Complete	0	0	0

<b>2 Deploy two new servers.</b>	2	0	0
Status : In Process			

**Goal # 2** Improve agency operations by automating and placing business processes on the State Intranet to reduce support costs and increase agency responsiveness

**Objective # 1** To improve customer service and ease of data collection by enhancing the online planning application (PARIS) by May 2002.

Performance Measures	FY02	FY03	FY04
<b>1 Deploy PARIS application by May 2001. (Last year's measure)</b>	0	0	0
Status : Complete			
<b>2 Percent of implement enhancements as identified by customer interviews.</b>	100	0	0
Status : In Process			

**Objective # 2** Improve customer service and decision making by enhancing online IT inventory application (ISIS)to include things identified by interviews with customers.

Performance Measures	FY02	FY03	FY04
<b>1 Deploy Inventory application by May 2001. (Last year's measurement)</b>	0	0	0
Status : Complete			
<b>2 Percentage of enhancements in the project plan are implemented by May 2002.</b>	100	0	0
Status : In Process			

**Objective # 3** To improve decision making and customer service by placing telecommunication circuit inventory and order form online (Telco Control)

Performance Measures	FY02	FY03	FY04
<b>1 Deploy Telco Control by December 2001</b>	0	0	0
Status : Complete			
<b>2 Percent of carrier inventory information loaded.</b>	100	100	100
Status : In Process			
<b>3 Percent of eligible agencies using Teleco Control.</b>	40	100	100
Status : In Process			

**Objective # 4** Improve state's business continuity abilities by requiring agencies to report on their progress by September 2002.

Performance Measures	FY02	FY03	FY04
<b>1 Percent implemented of the online business continuity reporting system</b>	100	100	100
Status : In Process			
<b>2 Percent of agencies reporting business continuity efforts online.</b>	80	90	100
Status : In Process			

**Objective # 5** Improve the State's data security by tracking agency progress. Next report due September 1, 2002.

Performance Measures	FY02	FY03	FY04
<b>1 Percent of application deployed.</b>	100	0	0
Status : In Process			

<b>2</b>	<b>Percent of required agencies completing security questionnaire online.</b>	100	100	100
	Status : In Process			

**Objective # 6** Improve customer service by implementing application to capture electronic payment information as required by statute. Implementation by May 2002.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Percent of application implemented.</b>	100	0	0
	Status : In Process			
<b>2</b>	<b>Percent of required agencies reporting using the new system.</b>	80	100	100
	Status : In Process			

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active				6,309	
Completed					
<b>Total</b>				<b>6,309</b>	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active				1	
Completed					
<b>Total</b>				<b>1</b>	

# Health Services, Arizona Department of

## Description

The Arizona Department of Health Services (ADHS) is responsible for public health, behavioral health--including the Arizona State Hospital, emergency medical services, the state laboratory, public health data and statistics, vital records, disease control, and the licensing and certification of health and child care facilities.

## IT Vision

We are an organization that succeeds by listening, understanding, and responding to our customers. Our relationships are based on mutual trust and respect. We value people and provide an environment that allows them to grow and contribute.

## IT Mission

We provide information technology leadership and solutions to improve the effectiveness and efficiency of the Arizona Department of Health Services' program operations.

### Goal # 1 To provide efficient and effective service.

**Objective # 1** To improve the timeliness and quality of customer service. The basic purpose of the ITS Division is to provide the resources and capability to allow agency staff to fulfill their mission in providing the public with the services they require. We will see that equipment is properly maintained and that approved software functions correctly.

Performance Measures		FY02	FY03	FY04
1	Reporting Satisfaction - We gauge customer satisfaction through a periodic survey that is sent out to all ITS customers. These survey forms are studied, and areas of concern are dealt with.	75	80	90

Figures represent percent of satisfaction reported.

Status : In Process

2	Percent of Severity 1 & 2 Help Calls responded to within a half hour - A severity 1 Help Call indicates a major, critical outage, without an alternative. A severity 2 Help Call has intermediate or major impact, with an alternative available. Obviously either of these situations has a severe negative impact on a person being able to do their work. Severity 1 and 2 calls are analyzed by the HEAT system as to the time they are opened against the time they are closed. It is our intent to resolve these problems in less than four hours.	75	80	85
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Status : In Process

3	Percent of Severity 3 Help Calls resolved within 1 Working Day - A severity 3 Help Call has minor impact or inconvenience. There is degradation but service is still being provided. Service may not be available as quickly as normal, but production can be completed.	85	85	85
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Status : In Process

**Objective # 2** To provide standardized automated products for internal and external agency customers.

Performance Measures		FY02	FY03	FY04
1	Percent of Paradox databases converted to Access or Oracle.	75	100	100

Status : In Process



**Objective # 3** Arizona State Hospital Information System Project - Phase II

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b> By June 30, 2002, the Clinician Work Station application will be implemented hospital-wide.	100	100	100

Figures represent percent of completion.  
Status : In Process

**Objective # 4** Effect data base consolidation for the Division of Assurance and Licensure Services.

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b> Complaint Tracking System FY 2002 - Test/Implement Behavioral Health 10/2001 Test/Implement Long Term Care - 12/2001 Test/Implement Medical Facilities - 12/2001 Test/Implement Assisted Living - 12/2001 Test/Implement Special Licensure - 12/2001 Test/Implement Child Care - 2/2002 Complete documentation Ongoing support and enhancements Status : In Process	100	100	100
<b>2</b> Facilities Tracking FY 2002 - Test/Implement Child Care - 9/2002 Complete Documentation - 12/2002 Status : In Process	100	100	100

**Objective # 5** Rewrite Emergency Medical Services System.

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b> FY 2002  Develop/Test/Implement Ambulance Tracking - 5/2002 Develop/Test/Implement Employer Tracking - 5/2002  Figures represent percent of completion. Status : In Process	100	100	100
<b>2</b> FY 2002 Develop/Test/Implement EMT Certification - 4/2002  Figures represent percent of completion. Status : In Process	100	100	100
<b>3</b> FY 2003 Develop/Test/Implement Complaint Tracking - 11/2002 Develop/Test/Implement Training Programs - 1/2003 Develop/Test/Implement Base Hospitals - 3/2003  Figures represent percent of completion. Status : In Process	75	100	100

**Objective # 6** Develop Web based integrated Birth and Death Registration system.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Complete business requirement analysis.</b>	100	100	100
<b>Figures represent percent of completion.</b> Status : In Process				
<b>2</b>	<b>Complete Project Investment &amp; Justification.</b>	100	100	100
<b>Figures represent percent of completion.</b> Status : In Process				
<b>3</b>	<b>Complete Request For Proposal.</b>	0	100	100
<b>Figures represent percent of completion.</b> Status : In Process				
<b>4</b>	<b>Design/develop/test/implement Internet application - FY 2003</b>	0	0	100
Status : On Hold				

**Objective # 7** To provide a Web-based version of the Arizona State Immunization Information System (ASIS), the statewide immunization registry, to 647 sites such as state organizations, schools, and private and public providers, by the end of calendar year 2001.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Phase 1 Proof of Concept - Complete</b> <b>Phase 2 Pilot Test - Pilot project at one (1) county site. Pilot project at four (4) private provider sites.</b> <b>Phase 3 Provider Rollout - Rollout to no more than 30 private provider sites before the end of calendar year 2001.</b>	100	100	100
<b>Figures represent percent of completion.</b> Status : In Process				
<b>2</b>	<b>Integrate with remaining healthcare organizations; up to 647 sites of approximately 2,000 users during FY 2002, FY 2003, and FY 2004.</b>	33	66	100
<b>Figures represent percent of completion.</b> Status : In Process				

**Goal # 2** To provide ADHS with an efficient connectivity infrastructure.

**Objective # 1** To maintain production server availability at 99%.

**Performance Measures**

- 1 **Percent of time Host Servers are available per month.**  
**We must maintain the availability of the host servers. This is important because all of our major systems and data bases are housed on these servers.**  
Status : In Process

FY02	FY03	FY04
99	99	99

**Goal # 3** To be HIPAA compliant.

- Objective # 1** To meet the HIPAA EDI requirement.

**Performance Measures**

- 1 **To satisfy the EDI requirements by 10/2002**  
Status : In Process

FY02	FY03	FY04
0	100	100

- Objective # 2** To meet the HIPAA privacy requirements.

**Performance Measures**

- 1 **To meet the HIPAA privacy requirements by 4/2003.**  
  
**Numbers represent percent of completion.**  
Status : In Process

FY02	FY03	FY04
0	100	100

- Objective # 3** To meet the HIPAA security requirements.

**Performance Measures**

- 1 **To satisfy the HIPAA security requirements 26 months after the final requirements are published.**  
Status : In Process

FY02	FY03	FY04
0	0	0

**Goal # 4** Network Security.

- Objective # 1** To satisfy requirements as identified by goal #3.

**Performance Measures**

- 1 **Percent of network security vulnerability resolved.**  
Status : In Process

FY02	FY03	FY04
0	50	100

**Goal # 5** Modems

- Objective # 1** To satisfy requirements as identified by goal #3.

**Performance Measures**

- 1 **Percent of modem security vulnerability resolved.**  
Status : In Process

FY02	FY03	FY04
0	50	100

**Goal # 6** Encryption Technology

- Objective # 1** To satisfy requirements as identified by goal #3.

**Performance Measures**

- 1 **Percent of encryption technology security vulnerability resolved.**  
Status : In Process

FY02	FY03	FY04
0	50	100

## **Goal # 7** Incident Response Capability

**Objective # 1** To satisfy requirements as identified by goal #3.

### **Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Percent of incident response capability security vulnerability resolved.</b>	0	50	100
Status : In Process			

## **Goal # 8** Auditing

**Objective # 1** To satisfy requirements as identified by goal #3.

### **Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Percent of auditing security vulnerability resolved.</b>	0	50	100
Status : In Process			

## **Goal # 9** Labeling

**Objective # 1** To satisfy requirements as identified by goal #3.

### **Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Percent of labeling security vulnerability resolved.</b>	0	50	100
Status : In Process			

## **Goal # 10** Personnel Security

**Objective # 1** To satisfy requirements as identified by goal #3.

### **Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Percent of personnel security vulnerability resolved.</b>	0	50	100
Status : In Process			

## **Goal # 11** Training & Awareness

**Objective # 1** To satisfy requirements as identified by goal #3.

### **Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Percent of training and awareness security vulnerability resolved.</b>	0	50	100
Status : In Process			

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active	13,715	2,372		7,898	642
Completed	5,480	4,053		2,105	
Total	19,195	6,425		10,003	642

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active	1	1		2	1
Completed	4	1		2	
Total	5	2		4	1

# Historical Society, Arizona

## Description

The Society is a membership supported, nonprofit, state trust agency. It is governed by a policy-making board, comprised of 31 individual members, elected from the membership and representing each county in the state. The board-designated organizational structure consists of seven divisions, four of which have museums that directly support the mission of the Society by collecting, preserving, interpreting, and disseminating historical materials. These museums are located in Flagstaff, Tempe, Tucson, and Yuma. The Society museums maintain extensive library and archival collections used by a diverse general audience. The Publications Division supports the mission by producing the Journal of Arizona History, various historical books, and by maintaining the general editorial standards of written materials for the Society. The AHS Board develops the biennial budget and authorizes and approves all expenditures. The Administrative Division provides finance, budget, personnel, and management support to each of the divisions. The Field Services Division supports 57 historical societies in disseminating Arizona history. The Society also supports other board-approved community activities that relate to its mission.

## IT Vision

Provide high quality, efficient information technology for the Arizona Historical Society in order to better serve the public.

## IT Mission

Fulfill the stated mission of the Arizona Historical Society of, "Collecting, Preserving and Disseminating the History of Arizona, the Southwest and northern Mexico", by building, coordinating and improving the use of automation technology for all locations and the public.

**Goal # 1** Install or provide information technology which allows the public greater access to our collections.

**Objective # 1** Provide an agency wide online public access catalog (OPAC) for remote access to library collections.

### Performance Measures

**1 Increase the number of requests for information via OPAC.**

Status : In Process

FY02	FY03	FY04
5000	10,000	15,000

**Objective # 2** Through its WEB page, the library will provide remote access to its collections and services.

### Performance Measures

**1 Measurable increase in membership, sales of publications, and requests by researchers for information.**

Status : In Process

FY02	FY03	FY04
2500	3750	5000

**Goal # 2** Provide WAN to link each of four statewide divisions.

**Objective # 1** Hire a staff IT Network Coordinator to service WAN and LAN.

**Performance Measures**

- 1 The agency will seek and hire an IT & Network Coordinator to improve internal and external IT resources utilization percentage in support of the Society's mission.  
Status : In Process

FY02	FY03	FY04
15	25	50

**Objective # 2** Develop WAN through ADOA Information Services Division**Performance Measures**

- 1 Increased percentage interdivisional activity between separate geographical locations and agency administration.  
Status : In Process

FY02	FY03	FY04
10	25	30

**Projects****Project Cost by Year and Status Code (000's)**

	1998	1999	2000	2001	2002
Active					
Completed			75		
Total			75		

**Number of Projects by Year and Status Code**

	1998	1999	2000	2001	2002
Active					
Completed			1		
Total			1		

# Homeopathic Medical Examiners Board

## Description

The Board of Homeopathic Medical Examiners reviews and examines the education, experience, and background of applicants to determine if they possess the qualifications required by law to practice homeopathic medicine and any of the subspecialties within the scope of practice. Annually, licensees renew their licenses, permits, and registrations and provide updated information about the nature of their practices. Upon receipt of complaints against licensed homeopathic physicians, the Board conducts investigations and holds hearings, taking disciplinary action as necessary to protect the public safety.

## IT Vision

The board looks forward to refining its Website so that information can be readily available to licensees, the public and other interested parties. The board will continue to integrate and automate licensing and complaint functions in a PC Windows environment. It is the Board's intention to enhance its licensee screens to include applicant filings and all complaint actions from the past to the present. A coordination of website information with the Board's data base should make it possible to provide up-to-date information to other medical licensing boards, state agencies, the governor's office and the legislature in comprehensive form with a minimum of staff time. In its future, the board anticipates a decrease in its reliability on paper files and a substantial increase in electronic filing.

## IT Mission

To promote the public health, safety and welfare through a self supporting program of licensing and regulation of homeopathic physicians, issuance of drug dispensing permits, and certification of homeopathic medical assistants and their supervisors. The board will also review practical education programs, and license locum tenens physicians.

## Goal # 1 Improve public access to information

**Objective # 1** Make information readily available to licensees, the public and other interested parties by electronic means.

Performance Measures		FY02	FY03	FY04
1	1. Respond to e-mail within one work day 2. As funds permit, enhance web to include agendas Status : In Process	1	1	1
2	Executive director attend training in FY 2001 to learn how to update web information Status : Complete	0	0	0

## Goal # 2 Provide up-to-date information to other medical licensing boards, state agencies, the governor's office and the legislature in comprehensive form with a minimum of staff time.

**Objective # 1** Continue to refine and maintain integrated licensing and complaint databases

Performance Measures		FY02	FY03	FY04
1	1. Complete 1992-1993 complaint histories and enter to physician data base Status : In Process	0	1	0



**Goal # 3** Decrease reliability on paper files and increase electronic filing by ultimately making renewal available on-line

**Objective # 1** Create and maintain archival electronic data

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 After the award of the statewide licensing software, explore the feasibility of implementing it in this agency.</b>	0	1	0
Status : In Process			

**Objective # 2** Save fiscal and physical plant resources by making renewal functions available online.

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Work with small agency web portal committee to determine what transaction to place on-line.</b>	0	1	0
Status : In Process			

## **\*Indian Affairs, Arizona Commission of**

### **Description**

The Commission of Indian Affairs assemble facts needed by tribal, state, and federal agencies to work together effectively; assists the state in its responsibilities to tribes by making recommendations to the Governor and the Legislature; confer and coordinate with other governmental entities and legislative committees regarding Indian needs and goals; works for greater understanding and improved relationships between Indians and non-Indians by creating an awareness of the needs of Indians in the state; promotes increased participation by Native Americans in state and local affairs and; assists tribal groups to develop increasingly effective methods of self-government.

### **IT Vision**

To provide a variety of automation options that will help the department serve more efficiently and effectively

### **IT Mission**

To use personnel and tax dollars cost effectively to meet department responsibilities by utilizing IT to streamline processes and widen options for receiving and manipulation data

**Goal # 1** Purchase necessary equipment so that the Arizona Commission of Indian Affairs provides cost effective methods of communication to expand on the agency's accessibility to its stakeholders

**Objective # 1** Purchase of equipment and necessary upgrade pieces for some added software and PC memory capacity to handle it all.

### **Performance Measures**

**FY02 FY03 FY04**

**1 Purchase upgrades and equipment by end of FY 2001.**

Status : In Process

\*Last year's plan.

# Industrial Commission, Arizona

## Description

The Industrial Commission is a regulatory agency that was created in 1925. While the Commission still is responsible for overseeing the state workers' compensation system, its role over the years has been expanded to cover other labor-related issues, including occupational safety and health, youth employment laws, resolution of wage related disputes, licensing of employment counseling and talent agencies, vocational rehabilitation, and provision of workers' compensation benefits for claimants of uninsured employers, insolvent carriers and bankrupt self-insured employers.

## IT Vision

To implement an agency wide information based system that will provide greater information sharing, better staff productivity, lower cost of operation, and ultimately better service to the workers in the State of Arizona.

## IT Mission

The overall IRM mission of the Management Information Services (MIS) section of the Administration division of the Industrial Commission is to provide the most cost effective and efficient use of information technology that will support the Strategic goals and objectives of each division of the Commission and serve the working public.

To that end, the Management Information Services (MIS) section of the Administration division is tasked with the responsibility for :

- Identifying viable information technologies for use by the ICA.
- Setting standards and policy for hardware, software, database and application software architecture to be used by the ICA and support the State wide standards as defined by GITA.
- Application design and development support.
- System integration and implementation planning and support.
- System and process re-engineering support.
- System(s) maintenance and operation.
- System and application training.

**Goal # 1** Design and Development of a new fully integrated ICA Information System (ICAIS). The full development of this system will provide the ICA an efficient means to meet the required business processes to complete the agency mandates.  
(All measures reflect progression of the 7 subsystems).

**Objective # 1** To identify and perform Business Processing Rules (BPR) analysis of all seven of the ICA divisions, to be used to design and develop the required sub-system to meet those rules.

Performance Measures		FY02	FY03	FY04
1	Produce complete BPR System documentation for each division of the ICA Status : In Process	3	3	1
2	Obtain a full understanding of the Business Processing rules of each division. Status : In Process	3	3	1

**Objective # 2** Design of new ICA divisional application sub-systems, per the established BPR performed for each division.

Performance Measures		FY02	FY03	FY04
1	Produce complete System, Program and Database design specifications for all sub-systems. Status : In Process	2	4	1
2	Create a complete system design based on established BPR for each sub-system. Status : In Process	3	3	1

**Objective # 3** Development of one database repository for use by all divisional sub-systems

Performance Measures		FY02	FY03	FY04
1	The creation of the required physical and logical master database structure to support the system. Status : In Process	2	3	2
2	The creation of the required database structure to allow all sub-systems to utilize one common database repository. Status : In Process	3	3	1

**Objective # 4** Development of the ICAIS divisional sub-systems, per the detailed design

Performance Measures		FY02	FY03	FY04
1	The system design specifications. The database repository structure. Status : In Process	3	3	1
2	The creation of all sub-systems, full integrated across all divisional BPR. Status : In Process	2	3	2
3	All sub-systems will meet or exceed system design and user defined acceptance specifications. Status : In Process	2	3	2

**Objective # 5** Fully test the new ICAIS system.

Performance Measures		FY02	FY03	FY04
1	Fully tested sub-systems. Status : In Process	2	3	2
2	Testing verification results that show sub-systems and interaction between sub-systems are working as designed. Status : In Process	2	3	2
3	Fully tested and verified sub-systems and systems integration. Status : In Process	2	3	2

**Objective # 6** Implement the ICAIS system agency wide.

Performance Measures		FY02	FY03	FY04
1	<b>Fully tested and verified sub-systems.</b> Status : In Process	2	3	2
2	<b>Divisional sub-systems in production.</b> Status : In Process	2	3	2

**Objective # 7** Perform a post audit of the new ICAIS system to ensure that BPR is being met and system is performing as designed.

Performance Measures		FY02	FY03	FY04
1	<b>Divisional Strategic Plan measurements will used as the benchmark to determine sub-system / system productivity</b> Status : In Process	2	3	2

**Goal # 2** Training of MIS Staff in Client Server application programming and design to be able to design, develop, and maintain the ICA Information System (ICAIS).

**Objective # 1** To train the ICA MIS Staff with the skills needed to provide the system development of required systems and Internet Web site.

Performance Measures		FY02	FY03	FY04
1	<b>Formal classroom and OTJ in required new programming tools and languages. (Measured by annual evaluation of unit progress).</b> Status : In Process	1	1	1
2	<b>Staff can proficiently design, create and test required applications to support the ICA IT requirements per a defined detail project plan and time table. (Annual evaluation of unit progress)</b> Status : In Process	1	1	1

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active		112	912		
Completed	254	1,314	165	151	
Total	254	1,426	1,077	151	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active		1	1		
Completed	2	2	2	1	
Total	2	3	3	1	

# Insurance, Arizona Department of

## Description

The Department of Insurance licenses and authorizes the transaction of insurance business by insurers, producers, and other insurance-related entities regulated under A.R.S. Title 20; monitors and promotes the financial safety and soundness of insurers transacting business in Arizona; develops and makes insurance-related information publicly available; protects insurance consumers against unfair and illegal market practices; assists consumers with insurance-related questions and problems; investigates cases involving fraudulent insurance claims; and, annually collects over \$180 million in insurance premium taxes and other revenues that benefit the General Fund.

## IT Vision

Service, Security, Guidance, Empowerment

## IT Mission

To provide quality information technology support to enable the Department to fulfill its mission.

**Goal # 1** To use available technology to make services provided by ADOI more accessible to external customers.

**Objective # 1** To accept 5% of consumer complaints electronically during Fiscal 2001-2002.

Performance Measures		FY02	FY03	FY04
1	<b>Average calendar days to commence an investigation after receipt of complaint warranting an investigation.</b> Status : In Process	5	5	5
2	<b>% of complaints received electronically versus those received via traditional methods.</b> Status : In Process	5	7	10
3	<b>Percent of survey respondents indicating "satisfied" or better with assistance rendered.</b> Status : In Process	80	80	80

**Objective # 2** To accept 5% of non-insurer fraud referrals electronically during fiscal 2001-2002

Performance Measures		FY02	FY03	FY04
1	<b>% of fraud referrals received electronically versus those received via traditional methods.</b> Status : In Process	5	7	10
2	<b>% of survey respondents indicating satisfied or better.</b> Status : In Process	80	80	80
3	<b># of fraud referrals received from non-insurers.</b> Status : In Process	40	55	70

**Objective # 3** To implement the National Association of Insurance Commissioners' (NAIC's) System for Electronic Rate & Form Filing (SERFF) by August, 2001

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>0</b>	<b>% of Property &amp; Casualty form filings on which review was completed by the deemed-approved date.</b> Status : In Process	95	100	100
<b>1</b>	<b>% of Life &amp; Health form filings on which review was completed by the deemed-approved date.</b> Status : In Process	95	100	100
<b>2</b>	<b>% of form filers surveyed indicating "satisfied" or better.</b> Status : In Process	80	80	80

**Objective # 4** To implement an enhanced Internet web site capable of securely performing real-time queries of the Department's databases of commonly requested public information by December 31, 2001.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b># of web query hits.</b> Status : In Process	10,000	24,000	28,000
<b>2</b>	<b>% of survey responses indicating "satisfied" or better with publications.</b> Status : In Process	80	80	80

**Objective # 5** To implement a system to receive producer license applications electronically by June 30, 2003.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Average License Time Frames days required to render a decision on producers license applications.</b> Status : In Process	20	20	15

**Goal # 2** Use technology to effect improvements in the agency's business processes

**Objective # 1** To implement and maintain a claims processing system that satisfies the NAIC's Uniform Data Standard within the Department's Guaranty Fund office by January 2001

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Loss adjustment expenses as a percentage of total claims expense.</b> Status : In Process	24	20	18

**Objective # 2** To implement a new licensing database system with integrated complaints system by June 2003.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Average Licensing Time Frames days required to render a decision on a producer license application.</b> Status : In Process	20	20	15

**Objective # 3** To implement a system to interface with the National Insurance Producer Registry (NIPR) allowing Arizona non-resident licensing applications to be processed as a function of the producer's resident license application by June 2003



Performance Measures		FY02	FY03	FY04
1	Average Licensing Time Frames days required to render a decision on a producer license application.	20	20	15
Status : In Process				

**Objective # 4** To enlist an Electronic Return Originator(s) and the corresponding interface systems the Department to collect premium taxes and tax data by June 30, 2003.

Performance Measures		FY02	FY03	FY04
1	% of prior fiscal year premium tax returns audited	98	98	98
Status : In Process				
2	Amount of tax, interest and penalties recovered through audits.	1	0	0
Status : In Process				

**Goal # 3** Provide consistent, reliable IT resources and services

**Objective # 1** By June 30, 2002 coordinate and implement an ongoing rotation program to upgrade or replace the Department's workstations and peripherals on a three-year basis.

Performance Measures		FY02	FY03	FY04
1	Percent of Insurance Department employees surveyed who responded there were "satisfied" or better to the question: "I have the proper tools & equipment to do my work."	80	80	80
Status : In Process				

**Objective # 2** By June 30, 2002 establish minimum training guidelines and a program to address those guidelines.

Performance Measures		FY02	FY03	FY04
1	Percent of Insurance Department employees surveyed who responded there were "satisfied" or better to the question: "My agency supports my participation in training opportunities to improve my job skills."	65	70	75
Status : In Process				

**Objective # 3** To formulate appropriate IT security policies by December 31, 2002.

Performance Measures		FY02	FY03	FY04
1	Percentage of security vulnerabilities addressed appropriately as revealed by GITA Security Vulnerability Questionnaire (8/2001 Questionnaire)	75	100	100
Status : In Process				

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed	1,037			90	
Total	1,037			90	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed	1			1	
Total	1			1	

# Juvenile Corrections, Arizona Department of

## Description

The Arizona Department of Juvenile Corrections (ADJC) is the state agency responsible for juveniles adjudicated delinquent and committed to its jurisdiction by the county juvenile courts. The ADJC is accountable to the citizens of Arizona for the promotion of public safety through the management of the state's secure juvenile facilities and the development and provision of a continuum of services to juvenile offenders, including rehabilitation, treatment, and education.

## IT Vision

The IT infrastructure will provide for the information needs of internal and external customers, be reliable, customizable, and continuously expanding in reach, quality, speed, and interface.

## IT Mission

To provide quality, efficient, and user-friendly information services to meet the expanding needs of internal and external customers.

**Goal # 1** Implement techniques and strategies that insure the recruitment and retention of IT professionals.

**Objective # 1** Identify positions due for reclassification to insure competitiveness with the private sector.

Performance Measures		FY02	FY03	FY04
1	Maintain the current retention rate of 90% for FY01 and FY02 during FY02, FY03, and FY04. Status : In Process	90	90	90
2	Fill open positions within 2 months. Status : In Process	2	0	0

**Goal # 2** Continue to develop and expand client/server environment that allows access to agency mission critical application.

**Objective # 1** Continued development of Youthbase informational system for the benefit of the department.

Performance Measures		FY02	FY03	FY04
1	Requests for refinements, updates, and new development are made on the average of 15 per month. Maintain funding to support the average rate of 15 per month. Status : In Process	3495 00	0	0

**Goal # 3** Continue to cross train all IT professionals to maintain effectiveness of the department.

**Objective # 1** Expand team-building efforts within the department.

Performance Measures		FY02	FY03	FY04
1	Provide professional services for in-source technical training of existing staff. 40 hours on an annual basis. Status : In Process	4000	4000	4000

**Goal # 4** Research emerging technologies and evaluate their price/value ratio to answer agency needs.

**Objective # 1** Send IT staff members to appropriate training and free information-gathering events.  
Support research-based practices within the department.

**Performance Measures**

		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Each employee will participate in 40 hours of training and exposure to new technologies on annual basis.</b>	10,000	12,000	14,400
	Status : In Process			

**Projects**

**Project Cost by Year and Status Code (000's)**

	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
<b>Active</b>					
<b>Completed</b>	1,779	966	751	253	
<b>Total</b>	<b>1,779</b>	<b>966</b>	<b>751</b>	<b>253</b>	

**Number of Projects by Year and Status Code**

	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
<b>Active</b>					
<b>Completed</b>	4	4	3	1	
<b>Total</b>	<b>4</b>	<b>4</b>	<b>3</b>	<b>1</b>	

# Land, Arizona Department of

## Description

The State Land Department was established in 1915 to manage the State Trust lands on behalf of the fourteen beneficiaries of that Trust, as established by the State Enabling Act and State Constitution. Each of the approximately 9.3 million acres of land is assigned to one of the beneficiaries, the largest of which is the State's common schools. Under the State Land Commissioner, the Department works to administer, sell, and lease the State's Trust lands and natural products there from to generate revenues for the Trust beneficiaries. Revenues derived from land and natural product sales are deposited into a permanent fund and invested by the State Treasurer. The investment earnings are subsequently transferred to an expendable account for use by the appropriate beneficiary. Lease revenues are deposited into an expendable account for use by the appropriate beneficiary as well. The Department has concentrated much of its revenue generation effort in the State's urban areas where State trust land is often in the path of growth and, as a result, becomes more valuable.

As central as revenue generation is for the Trust, the Department also works to sustain the long-term value for the Trust's beneficiaries. It has programs to deal with environmental issues such as existing and potential contamination matters, trespasses of individuals onto Trust lands, and the management of off-highway vehicles. Through the Arizona Preserve Initiative, the Department also seeks to secure long-term protection of lands with conservation values in and around the urban areas of the State.

The Department also operates the State's Wildland Fire Prevention and Suppression Programs on state and private lands outside incorporated areas. The State Land Commissioner serves as the State Forester, providing technical assistance to individuals and local governments for the fire/fuel hazard reduction and other forestry programs in the wild land/urban interface. The Department administers the State's Natural Resource Conservation District Program, which involves funding and technical assistance for 31 districts across the state, and the Environmental License Plate Program, which provides environmental education grants. The Department provides navigability studies to the State's Navigable Streambed Adjudication Commission and staffs the Governor-appointed State Land Board of Appeals. The Commissioner serves as the State Cartographer and the Surveyor-General, and the Department provides statewide GIS services including development and sharing of data layers through the Arizona Land Resources Information System (ALRIS) program.

## IT Vision

The Arizona State Land Department envisions enhanced decision making processes by developing and implementing information technology to improve the management of Arizona's land and resources. These processes will enable more informed decisions by public decision makers and the citizens of Arizona

## IT Mission

The IT mission of the Arizona State Land Department is to develop and implement information technology which enables the Department to effectively and efficiently achieve its business goals and provide timely, effective and cost efficient services to the public.

**Goal # 1**     Develop and maintain a network that effectively and efficiently supports access to the Department's major computer based systems.

**Objective # 1**     Maintain and enhance the Department's ATM network to support the agency's information system applications

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Desired availability time of the Department's central network in hours per year</b> Status : In Process	2080	2080	2080
<b>2</b>	<b>Down time for the Department's central network in hours per year</b> Status : In Process	0	0	0
<b>3</b>	<b>Percentage to time the Department's central network was available</b> Status : In Process	100	100	100

**Goal # 2** Develop and maintain enterprise information server hardware and software and software development environments which support the agency's enterprise information systems

**Objective # 1** Develop, implement and conduct backup and recovery for all business system, GIS, office automation and email servers

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of scheduled system backups</b> Status : In Process	2690	2690	2690
<b>2</b>	<b>Number of successful system backups</b> Status : In Process	2600	2650	2670
<b>3</b>	<b>Percentage of successful backups</b> Status : In Process	97	98	99

**Objective # 2** Develop and maintain server resources and network functions necessary to deploy internal applications and to provide access to those applications for designated staff

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of cells in server status matrices. Factors are: RAM, disk space, processor speed, file sharing, OS, internetworking, security, accessibility, and maintenance environments. Cells = (Total servers x factors) = 48.</b> Status : In Process	48	48	48
<b>2</b>	<b>Sum of cells in server status matrix (where cell value of 1 = adequate).</b> Status : In Process	48	48	48
<b>3</b>	<b>Percentage of cells in server profile matrix where servers meet desired characteristics.</b> Status : In Process	100	100	100

**Objective # 3** Develop and implement an intranet server and internal web site

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of intranet services specified by the current intranet development requirements list.</b> Status : In Process	8	8	8
<b>2</b>	<b>Number of Intranet services developed</b> Status : In Process	8	9	10
<b>2</b>	<b>Number of intranet services internally available</b> Status : In Process	8	9	10
<b>3</b>	<b>Percentage of intranet services available compared to number of services specified on the requirements list</b> Status : In Process	100	100	100

<b>4</b>	<b>Number of milestones on the system development and implementation schedule</b> Status : In Process	24	24	24
<b>5</b>	<b>Number of milestones on the system development and implementation schedule completed.</b> Status : In Process	24	24	24
<b>6</b>	<b>Percentage of milestones completed on the system development and implementation schedule</b> Status : In Process	100	100	100

**Goal # 3** Develop and maintain a productive desktop computer environment for Department users that effectively and efficiently supports the Department's major computer based systems and can be maintained at the lowest possible cost.

**Objective # 1** Maintain and administer the agency's desktop and application software through a centralized management system.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Number of users of desktop systems</b> Status : In Process	200	200	200
<b>2</b>	<b>Number of software applications supported</b> Status : In Process	60	65	75
<b>3</b>	<b>Number of desktop administrators</b> Status : In Process	1	1	1
<b>4</b>	<b>Number of user- software combinations supported</b> Status : In Process	2177	2400	2800
<b>5</b>	<b>Number of user-software combinations per desktop administrator</b> Status : In Process	2291	2526	2947

**Objective # 2** Effectively and efficiently operate and maintain a user help desk system to improve customer service to the Department's end users.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Average number of minutes to resolve help desk calls</b> Status : In Process	30	30	25

**Goal # 4** Develop and maintain a business system that effectively and efficiently provides necessary business information to the Department's internal and external users.

**Objective # 1** Develop a Web browser based interface to the Department's business system for internal and public counter usage.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Number of milestones on the system development and implementation schedule</b> Status : In Process	24	0	0
<b>2</b>	<b>Number of milestones achieved on the system development and implementation schedule</b> Status : In Process	24	0	0

<b>3</b>	<b>Percentage of system development and implementation milestones achieved</b>	100	0	0
	Status : In Process			

**Objective # 2** Enhance the Department's Business System with new capabilities needed by users

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of system capability change requests per year</b>	150	125	115
	Status : In Process			
<b>2</b>	<b>Number of programmer hours devoted to change requests per year</b>	1275	1050	955
	Status : In Process			
<b>3</b>	<b>Number of programmer hours per change request completed</b>	8	8	8
	Status : In Process			

**Objective # 3** Redesign, program and implement new capabilities for the existing business system to provide information on commercial leasing and other real estate status for State Trust lands

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of milestones on the project development and implementation schedule</b>	24	0	0
	Status : In Process			
<b>2</b>	<b>Number of completed milestones on the project development and implementation schedule</b>	24	0	0
	Status : In Process			
<b>3</b>	<b>Percentage of milestones completed on the project development and implementation schedule</b>	100	100	100
	Status : In Process			

**Objective # 4** Develop an ad-hoc capability for users to interact with business system data

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of milestones in the project development and implementation schedule</b>	24	0	0
	Status : In Process			
<b>2</b>	<b>Number of milestones completed on the project development and implementation schedule</b>	24	0	0
	Status : In Process			
<b>3</b>	<b>Percentage of milestones completed on the project implementation schedule</b>	100	0	0
	Status : In Process			

**Goal # 5** Develop and maintain a geographic information system that effectively and efficiently provides necessary spatial information to the Department's internal and external customers.

**Objective # 1** Develop and maintain PALMS spatial data bases of state trust land parcels

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of state trust parcels developed and under maintenance (in thousands)</b>	50	55	60
	Status : In Process			



**Objective # 2** Determine priority for additional data development for the PALMS system and design and develop the priority new data sets.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of milestones in the new data development process</b> Status : In Process	25	25	25
<b>2</b>	<b>Number of milestones completed in the new data development process</b> Status : In Process	8	20	25
<b>3</b>	<b>Percentage of milestones completed in the new data development process</b> Status : In Process	32	80	100

**Objective # 3** Develop and maintain an asset management "Growing Smarter" spatial data base which includes conceptual plans for State Trust lands. Construct spatial analytical views of the data which will provide information necessary to utilize the data base to assist

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of milestones in the development schedule for the planning portion of the "Growing Smarter" data base and system.</b> Status : In Process	27	27	27
<b>2</b>	<b>Number of milestones completed in development of the planning portion of the "Growing Smarter" data base and system.</b> Status : In Process	19	22	24
<b>3</b>	<b>Percentage of milestones completed towards developing the planning portion of the Growing Smarter data base and system.</b> Status : In Process	72	82	90
<b>4</b>	<b>Number of milestones in the development schedule of minerals portion of the "Growing Smarter" data base and system.</b> Status : In Process	27	27	27
<b>5</b>	<b>Number of milestones completed in the development of the minerals portion of the "Growing Smarter" data base and system.</b> Status : In Process	15	15	17
<b>6</b>	<b>Percentage of milestones completed towards development of the minerals portion of the "Growing Smarter" database and system.</b> Status : In Process	55	55	63
<b>7</b>	<b>Percent of urban acres within municipal boundaries which are under conceptual plans</b> Status : In Process	61	70	80
<b>8</b>	<b>Percent of potential total acres assessed under asset management process</b> Status : In Process	19	20	20

**Objective # 4** Develop a Colorado River Land Status system

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Total number of Colorado River reaches to be analyzed under the Colorado River Land Status System</b> Status : In Process	5	5	5

<b>2</b>	<b>Number of Colorado River reaches to be analyzed under the Colorado River Land Status System</b> Status : In Process	0	1	1
<b>3</b>	<b>Percentage of total Colorado River reaches that have been analyzed under the Colorado River Land Status System</b> Status : In Process	10	20	20
<b>4</b>	<b>Number of Colorado River boundary determinations made on a case by case basis</b> Status : In Process	10	10	10

**Objective # 5** Develop and analyze spatial data bases for drainage, infrastructure and environmental compliance for planning projects on State Trust lands as needed

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of acres of State Trust land planned for drainage, infrastructure and environmental compliance.</b> Status : In Process	2300	1700	3000
<b>2</b>	<b>Cumulative number of acres of State Trust land that has been planned for drainage, infrastructure and environmental compliance</b> Status : In Process	7300	9000	12,000

**Objective # 6** Develop an Internet map server to serve important State Trust land maps and related information on the Internet

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of milestones in the internet map server development schedule</b> Status : In Process	26	26	26
<b>2</b>	<b>Number of milestones completed in the internet map server development schedule</b> Status : In Process	14	20	26
<b>3</b>	<b>Percentage of milestones completed in the Internet Map Server development schedule</b> Status : In Process	54	77	100
<b>4</b>	<b>Number of accessions to the intranet map server (in thousands)</b> Status : In Process	0	10	30
<b>6</b>	<b>Number of mapping services on the internet map server</b> Status : In Process	0	1	2

**Objective # 7** Provide effective and efficient GIS support for the Arizona Preserve Initiative. a

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of maps products produced to support Department activities</b> Status : In Process	35	40	43
<b>2</b>	<b>Number of analyst and programmer hours to develop map products</b> Status : In Process	455	500	516
<b>3</b>	<b>Number of programmer/analyst hours spent per map</b> Status : In Process	13	12	12

**Objective # 8** Enhance PALMS user interface with capabilities needed by users

Performance Measures		FY02	FY03	FY04
1	<b>Number of PALMS enhancement requests per year</b> Status : In Process	20	10	5
2	<b>Number of staff hours spent on PALMS enhancement requests</b> Status : In Process	200	100	45
3	<b>Number of staff hours per PALMS enhancement request.</b> Status : In Process	10	10	9

**Objective # 9** Create an Automated Valuation Model (AVM) system for use in estimating land values

Performance Measures		FY02	FY03	FY04
1	<b>Number of milestones on the AVM development schedule</b> Status : In Process	24	0	0
2	<b>Number of milestones completed on the AVM development schedule</b> Status : In Process	24	0	0
3	<b>Percentage of milestones completed on the AVM development schedule</b> Status : In Process	100	0	0

**Objective # 10** Develop a GIS data base and related map products that provide assistance to the stream bed adjudication process

Performance Measures		FY02	FY03	FY04
1	<b>Number of counties to be completed in the streambed adjudication process</b> Status : In Process	15	15	15
2	<b>Number of counties completed in the streambed adjudication process</b> Status : In Process	3	5	5
3	<b>Cumulative number of counties completed in the streambed adjudication process</b> Status : In Process	3	8	13

**Objective # 11** Develop spatial data bases of master plans for State Trust Lands

Performance Measures		FY02	FY03	FY04
1	<b>Cumulative percent of potential acres in Maricopa and Pima county under master plans.</b> Status : In Process	9	11	12

**Objective # 12** Develop spatial data bases of the State Trust lands to assist in the compliance with State and Federal Dam Safety regulations.

Performance Measures		FY02	FY03	FY04
1	<b>Number of dams reviewed and brought into safety compliance</b> Status : In Process	10	10	10
2	<b>Cumulative number of dams brought into safety compliance</b> Status : In Process	10	20	30

**Goal # 6** Develop, implement, maintain and provide access to multi-participant GIS standards, data bases and applications for the Arizona GIS community

**Objective # 1** Effectively and efficiently distribute GIS data bases from the ALRIS spatial data library to public agencies and other customers.

Performance Measures		FY02	FY03	FY04
1	<b>Number of GIS data sets distributed to customers from the ALRIS spatial data library</b> Status : In Process	1500	1600	2000
2	<b>Number of staff hours dedicated to data distribution</b> Status : In Process	223	200	200
3	<b>Number of hours spent per distributed data set</b> Status : In Process	0	0	0

**Objective # 2** Effectively and efficiently distribute GIS data bases between state agencies across the MAGNET

Performance Measures		FY02	FY03	FY04
1	<b>Number of milestones to establish data sharing structure</b> Status : In Process	24	24	24
2	<b>Number of milestones completed toward establishing a data sharing structure</b> Status : In Process	3	7	15
3	<b>Percentage of milestones completed toward establishing a data sharing structure</b> Status : In Process	12	29	62
4	<b>Number of agencies sharing GIS data across the MAGNET through the coordinated efforts of this project</b> Status : In Process	0	0	3

**Objective # 3** Work with the Arizona Geographic Information Council (AGIC) to coordinate and communicate state wide GIS and spatial data base development

Performance Measures		FY02	FY03	FY04
1	<b>Number of milestones in the development process to create a statewide spatial data base of digital orthophoto quads.</b> Status : In Process	24	0	0
2	<b>Number of milestones completed toward creation of a state wide spatial data base of digital orthophoto quads.</b> Status : In Process	24	0	0
3	<b>Percentage of milestones completed toward creation a state wide spatial data base for digital orthophoto quads.</b> Status : In Process	100	0	0

**Objective # 4** Implement the Western Governor's Association Cadastral Integration Resolution by continuing the Arizona Cadastral Integration project in conjunction with the participating state, federal and local agencies

Performance Measures		FY02	FY03	FY04
1	<b>Number of milestones in the cadastral data integration development process</b> Status : In Process	24	24	24

<b>2</b>	<b>Number of milestones completed in the cadastral data integration development process</b> Status : In Process	5	7	12
<b>3</b>	<b>Percentage of milestones completed in the cadastral data integration development process</b> Status : In Process	20	30	50

**Objective # 5** Develop an Internet based system to provide geospatial data such as geodetic control / public land survey system data and imagery data to customers

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of milestones on the Internet system development schedule for the geodetic control server.</b> Status : In Process	24	24	24
<b>2</b>	<b>Number of milestones completed on the Internet system development schedule for the geodetic control server.</b> Status : In Process	24	24	24
<b>3</b>	<b>Percentage of milestones on the Internet system development schedule for the geodetic control server.</b> Status : In Process	100	100	100
<b>4</b>	<b>Number of points available in the geodetic control server (in thousands)</b> Status : In Process	21	24	28
<b>5</b>	<b>Number of agencies contributing points to the geodetic control server</b> Status : In Process	3	5	8
<b>6</b>	<b>Number of times the geodetic control server is accessed (in thousands)</b> Status : In Process	2	3	5

**Objective # 6** Create and maintain GIS data in the ALRIS spatial data library.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of data layers or sub-layers to be maintained in the ALRIS data library</b> Status : In Process	8	8	8
<b>2</b>	<b>Number of data layers and sub layers on which some maintained was performed</b> Status : In Process	3	4	5
<b>3</b>	<b>Cumulative number of months when data layers or sub-layers had maintenance applied</b> Status : In Process	25	30	35
<b>4</b>	<b>Total number of data layers in the ALRIS spatial data library</b> Status : In Process	53	56	58

**Objective # 7** Develop, maintain and enhance products derived from the ALRIS spatial data library.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of standard products derived from the ALRIS spatial data library</b> Status : In Process	399	399	399

<b>2</b>	<b>Number of enhancements to standard map products</b>	50	98	134
	Status : In Process			
<b>3</b>	<b>Cumulative number of enhancements to standard map products</b>	449	547	681
	Status : In Process			

**Goal # 7** Lease-purchase network, server computers, PC's, GIS workstation PC's, and software necessary to develop and maintain the Department's core information systems.

**Objective # 1** Make lease-purchase payments to finance company for lease-purchase of core information system technology.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Number of lease-purchase payments due to finance company for lease purchase of core information systems technology</b>	16	11	0
	Status : In Process			
<b>2</b>	<b>Cumulative number of lease-purchase payments issued towards the Department obligation</b>	69	80	0
	Status : In Process			
<b>3</b>	<b>Cumulative percentage of lease purchase payments made toward Department obligation</b>	86	100	0
	Status : In Process			

**Objective # 2** Develop a plan and a PIJ for updating the Department's enterprise systems via a lease purchase

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Number of Project Investment Justification documents completed for updating the Departments core IT infrastructure.</b>	1	0	0
	Status : In Process			

**Goal # 8** Develop and maintain a computer systems that meets the needs of Fire Management in the State

**Objective # 1** Develop an independent computer support system within the Fire Management Division

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Number of milestones on the system development and implementation schedule</b>	24	0	0
	Status : In Process			
<b>2</b>	<b>Number of milestones achieved on the system development and implementation schedule</b>	24	0	0
	Status : In Process			
<b>3</b>	<b>Percentage of system development and implementation milestones achieved</b>	100	0	0
	Status : In Process			

**Objective # 2** Upgrade Fire Management Division's computer systems

**Performance Measures**

		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of milestones on the system development and implementation schedule</b>	24	24	0
	Status : In Process			
<b>2</b>	<b>Number of milestones achieved on the system development and implementation schedule</b>	20	15	0
	Status : In Process			
<b>3</b>	<b>Percentage of system development and implementation milestones achieved.</b>	63	100	0
	Status : In Process			

**Projects****Project Cost by Year and Status Code (000's)**

	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
<b>Active</b>		6,133			120
<b>Completed</b>					
<b>Total</b>		<b>6,133</b>			<b>120</b>

**Number of Projects by Year and Status Code**

	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
<b>Active</b>		1			2
<b>Completed</b>					
<b>Total</b>		<b>1</b>			<b>2</b>

# Liquor Licenses and Control, Arizona Department of

## Description

The Department of Liquor Licenses and Control (DLLC) regulates all businesses dealing with spirituous liquor. The DLLC also accepts complaints, police reports, and civil violations regarding licensees. The DLLC investigates all allegations against licensees, whether criminal or civil, and in collaboration with the Attorney General's Office prosecutes before civil and criminal courts within the State. The DLLC meets on a regular basis with the Arizona Liquor Beverage Association, the Arizona Wholesale Beverage & Wine Association, Arizona Grocers Association, Arizona Hotel & Motel Association, and Arizona Restaurant Association and appears in their chapter meetings and functions, statewide. Finally the DLLC is responsive to all Arizona citizens who are served and affected by the licenses.

## IT Vision

The Department will continue to serve the public in a professional manner with appropriate changes to technology to improve customer satisfaction. The information database will be improved to allow more information readily to the public. To have security system in place to protect our data system.

## IT Mission

To protect the health, safety and welfare of Arizona citizens by licensing the liquor industry and assuring compliance with State liquor laws through enforcement, training and adjudication.  
To provide computer accessibility for all employees of the Department and also provide accurate information to the general public via internal workstations or on our website.

**Goal # 2** To provide continuous and up to date information on the Agency's website for use by the public, government agencies and private sector businesses.

**Objective # 1** Reduce telephone inquiries.

Performance Measures		FY02	FY03	FY04
1	Less phone calls received by the Department.	425	525	600
Status : In Process				

**Objective # 2** Reduce the need for persons to visit the Agency to obtain license information.

Performance Measures		FY02	FY03	FY04
1	Website tabulates number of hits meaning those people will not have to visit the Department.	94,000	117,000	140,000
Status : In Process				

**Goal # 3** Maintain system integrity by having software that is supported by various vendors.

**Objective # 1** Reduce the impact for a major upgrade to the system which would effect Agency personnel.

Performance Measures		FY02	FY03	FY04
1	Keep current on new technology via the internet and computer periodicals.	3	1	1
Status : In Process				



## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed	70	340	969		
Total	70	340	969		

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed	1	1	2		
Total	1	1	2		

# Lottery, Arizona

## Description

The Arizona Lottery was established to maximize revenue dedicated to various beneficiaries through statutory formulas (A.R.S. 5-501). With an advisory commission and an Executive Director appointed by the Governor overseeing operations, the Lottery works with a retailer network to provide players with innovative, entertaining, and rewarding games.

## IT Vision

The Lottery's Information Technology Division has one primary vision that overrides all others: to provide the technological support the agency requires in pursuit of its goals. Customer support, responsiveness to changes in technology and the ability to respond quickly to the needs of our users are objectives to be met in achieving agency goals. The division has a responsibility to assure that the focus remains on the long-term vision, in addition to the extensive steps on the way to meeting that vision.

## IT Mission

The Information Technology Division of the Arizona Lottery must support the agency in achieving its goals. It is our responsibility to provide our users with the tools they need to meet their individual, divisional and agency objectives.

**Goal # 1** IT will enhance agency efficiency and stability of its network by refreshing hardware and software on a three-year plan. Hardware purchases are funded, but software purchases are not funded.

**Objective # 1** All LAN equipment and peripherals will be included in the upgrades for hardware and software.

Performance Measures		FY02	FY03	FY04
1	30% of hardware will be annually updated or replaced. Status : In Process	1	1	1
2	30% of all software will be annually upgraded. Status : Un-Funded	1	1	1
3	LAN downtime less than 1% annually. Status : Complete	1	1	1

**Goal # 2** As funding becomes available, IT will purchase hardware and software as needed to conduct Lottery business in an efficient and professional manner.

**Objective # 1** By reviewing and updating all hardware and software semi-annually, we can keep our mid-range computers and peripherals current.

Performance Measures		FY02	FY03	FY04
1	Amount of downtime will be less than 1%. Status : In Process	1	1	1

**Objective # 2** By upgrading our AS/400 computers, our downtime will be less than 1%.

**Performance Measures**

- 1 Number of calls to the Help Desk, regarding computer downtime problems will be less than 1%.**  
Status : In Process

FY02	FY03	FY04
1	1	1

**Objective # 4** Upgrade telephone equipment to ensure all hardware and software is current.

**Performance Measures**

- 1 Downtime will be less than 1%.**  
Status : On Hold

FY02	FY03	FY04
1	1	1

- 1 Two announcement cards will be added by the end of FY02, increasing the capacity of the system.**  
Status : Complete

FY02	FY03	FY04
0	0	0

**Goal # 3** Provide a Business Recovery Plan that limits the loss to our agency in the event of an emergency or disaster.

**Objective # 1** By implementing a Business Recovery Plan, we can limit the loss of revenues for the state.

**Performance Measures**

- 1 Update the plan on a quarterly basis. This will include all new equipment and personnel.**  
Status : In Process
- 2 Develop off-site technology plan by December 2002.**  
Status : In Process

FY02	FY03	FY04
4	4	4

FY02	FY03	FY04
1	1	1

**Goal # 4** IT will work with the Communications Division to identify educational data and information which should be transferred to the Lottery web site. This information facilitates player communication without additional staff.

**Objective # 1** Use the Web site to effectively communicate a wide range of educational data and information to the public.

**Performance Measures**

- 1 Provide Powerball jackpot winning state(s) and number of winners, by transferring additional data to the Web site.**  
Status : In Process
- 2 Provide six months of winning numbers for all games with an easy-to-access method.**  
Status : In Process

FY02	FY03	FY04
1	1	1

FY02	FY03	FY04
1	1	1

**Goal # 5** Implement an Intranet system for internal communications to provide important information to Lottery staff in a timely manner.

**Objective # 1** To provide a method of supplying current information to the employees in an organized and educational fashion.

**Performance Measures**

- 1 Percentage of employees that use the Intranet for receiving information.**  
Status : In Process

FY02	FY03	FY04
1	1	1

<b>2</b>	<b>Number of customer calls answered.</b>	1	1	1
	Status : In Process			

**Goal # 6** IT will ensure current system availability goals are maintained and achieve target of 98.9% uptime. The system must be up for the Lottery to conduct business. Sales opportunities must be maximized to generate revenue for state projects.

**Objective # 1** Ensure system uptime is monitored by staff on-site or on-call.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Off-shift and on-call schedule completed one month in advance.</b>	1	1	1
	Status : In Process			
<b>2</b>	<b>Laptops available for remote dial-in.</b>	1	1	1
	Status : In Process			

**Objective # 2** Purchase two laptops to use for remote dial-in.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>The capability to dial-in from home could allow monitoring of all systems. The downtime could be shortened from over one hour to 15 minutes.</b>	0	1	1
	Status : In Process			
<b>2</b>	<b>Amount of time saved to correct problems would be reduced by approximately 30 minutes by dialing in from home.</b>	1	1	1
	Status : In Process			

**Goal # 7** IT will use an electronic transfer process to provide billing to our retailers. This will make the entire cycle of billing and payment more efficient for both retailers and the Lottery.

**Objective # 1** Automate a process that currently requires manual intervention. Our largest retailer has the programs in place for Electronic Data Interface. We are in the process of discussing the possibility with other retailers who would like to take advantage of electronically receiving their billing statements.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Set up retailers who have EDI capabilities for electronically transferring billing data. This will be completed by the end of FY03.</b>	1	1	1
	Status : In Process			
<b>2</b>	<b>Electronically transfer billing to 75% of all retailers by FY04.</b>	1	1	1
	Status : In Process			

**Goal # 8** IT will expand the sales reporting processes so Lottery staff will have access to sales information that is accurate and timely.

**Objective # 1** Consistent summary information will be created to provide input for historical reporting purposes.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Sales information will be processed and delivered to Sales Department the first week of each month. A paper copy and file transfer to a share file will be available.</b>	1	1	1
	Status : In Process			

**Objective # 2** By reviewing the sales reporting processes, we can produce the reports more efficiently. These reports are used to make business decisions for the Lottery.

**Performance Measures**

**FY02 FY03 FY04**

- 1 **Information in files will be cut down to one fiscal year and one calendar year. The processing of data will be quicker with smaller files.**  
Status : In Process

**Goal # 9** To continue to provide an education plan for the technology needs of the agency. Every Lottery employee has been given the opportunity to take technical classes this year and we will expand that opportunity even further over the next three years.

**Objective # 1** Provide the opportunity to Lottery employees to enroll in classes to improve their technical skills.

**Performance Measures**

**FY02 FY03 FY04**

- 1 **Fewer Help Desk calls with software questions.**  
Status : In Process
- 1 **Number of employees receiving certificates completing technical courses.**  
Status : In Process
- 2 **Provide opportunities for employees to take classes via the Internet.**  
Status : In Process

**Projects**

**Project Cost by Year and Status Code (000's)**

	1998	1999	2000	2001	2002
Active			210		
Completed		25,000	3,084	269	
Total		25,000	3,294	269	

**Number of Projects by Year and Status Code**

	1998	1999	2000	2001	2002
Active			1		
Completed		1	2	2	
Total		1	3	2	

# Medical Examiners, Arizona Board of

## Description

The Board of Medical Examiners is the most powerful regulator of the medical profession in the State of Arizona. The agency processes licenses and monitors approximately 15,000 physicians, over 800 physician assistants, and handles more than 900 complaints each year. The Board also provides administrative support to the Joint Board on the Regulation of Physician Assistants. The two boards determine and administer disciplinary action in the event of proven violations of the practice acts. The agency responds to and provides information to more than 100,000 requests for public information annually. In addition to licensing quality healthcare providers and protecting the public through disciplinary actions, furnishing accurate and timely information is the second most vital service the agency provides.

## IT Vision

Guided by the agency and its needs, the IT future will be one of technical savvy, a wealth of information for both database-related issues and agency support concerns, along with a continued high-quality infrastructure that incorporates the best technology available.

## IT Mission

To provide the agency with a user-friendly informational network that promotes its users becoming more proactive in assessing needs, while giving external customers the information needed to make better choices for their health.

**Goal # 1** Provide more efficient license application and renewal processing, complaint tracking, public information, and credentials verification services.

**Objective # 1** Redesign website, physician database and related software, employing a three-tier architecture to "web-enable" our internal processes (complaint tracking and investigation, licensing and renewal, etc.). This will allow us to smoothly extend these processes to the Internet.

Performance Measures		FY02	FY03	FY04
1	<b>Customer service rating on licensing applicant surveys (scale of 1-8).</b> Status : In Process	8	8	8
2	<b>Percent of initial public emails answered within 48 hours of receipt.</b> Status : In Process	95	95	95

**Goal # 2** Keep agency technical infrastructure maintained and up to date.

**Objective # 1** Maintain 95% system uptime.

Performance Measures		FY02	FY03	FY04
1	<b>% of month that system uptime standard is met.</b> Status : In Process	95	95	95

**Objective # 2** Provide system access and training to new users within 3 days of start date.

Performance Measures		FY02	FY03	FY04
1	<b>Percentage of new users set up within the 3 day standard.</b> Status : In Process	95	95	95

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active			644		
Completed		175	924		
Total		175	1,568		

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active			2		
Completed		2	3		
Total		2	5		

# Mine Inspector

## Description

The State Mine Inspector is a state-wide elected constitutional officer and the director of the Office of the State Mine Inspector. The Office of the State Mine Inspector was established by the Constitution of the State of Arizona, Article XIX. This agency enforces statutes, rules, and regulations applicable to mine safety, health, and land reclamation under ARS Title 27 Minerals, Oil and Gas and Arizona Administrative Code Title 11 - Mining. The agency inspects the health and safety conditions and practices at active mining operations; investigates mine accidents, employee, and public complaints; and conducts federally certified miner and instructor safety training. The agency administers \$110 million in reclamation assurance bonds and enforces the Mined Land Reclamation laws, rules, and regulations for the restoration of disturbed lands to a safe and stable environmental condition. The agency promotes public safety regarding abandoned mines by "Stay Out Stay Alive" promotions, presentations, and publications; complaint investigations; mine owner ARS 27-318 compliance notifications; and identification, hazard assessment, prioritization, posting, and securing of safety hazards.

## IT Vision

In three years all databases will be re-written and integrated to work together, allowing multi-platform data sharing. Remote access, web and GIS servers will work together to allow the staff, external agencies and the public to create and view accurate data with respect to the Agencies Constitutional Mandates.

## IT Mission

To use information technology to enforce the State Mining Code through Inspections, and Education & Training in order to ensure the health and safety of the workers and the public in Arizona's active, inactive, and abandoned mining operations.

**Goal # 1** With outsourced expertise of ADOA users support services, identify, prioritize, and correct critical IT security vulnerability issues.

**Objective # 1** Correct IT security vulnerability issues on critical information assets.

### Performance Measures

	FY02	FY03	FY04
<b>1 Agency compliance at 100% with statewide GITA standards for IT security of critical information assets.</b>	20	20	100
Status : Un-Funded			

**Goal # 2** Create and distribute a database for inspectors in the field that automatically synchronizes all inspection reports on the server in Phoenix when deputies use remote access (RAS) or connect their laptops to one of two LANs in Phoenix or Tucson. This will eliminate mistakes, manual updating of files in the master database, assure accuracy of data, and allow real time access of inspection reports to all agency (and official cross agency) personnel. Special project funding of \$22,000 was approved for FY 2002. This project and expenditures on hold depending on the resolution of "on call" claims settlements possibly requiring \$56,500 of Agency budget.

**Objective # 1** Create, develop and maintain the new database.



**Performance Measures**

	FY02	FY03	FY04
1 Database will exist and manual updating of it will no longer take place. Funding of \$22,000 approved for FY 2002 is jeopardized by settlement costs (possible \$56,500) for "on call" claims class action lawsuit.	0	0	1
Status : On Hold			

**Objective # 2** Eliminate lost time, inaccurate data, and manual updating of inspection reports.

**Performance Measures**

	FY02	FY03	FY04
1 Number of inspections performed per month to increase.	0	0	1
Status : Un-Funded			

**Objective # 3** Develop and maintain RAS (Remote Access Service) for all field personnel.

**Performance Measures**

	FY02	FY03	FY04
1 A RAS/Proxy server has been purchased. Installation is on an out-source basis dependent on availability of funds.	1	0	0
Status : In Process			

**Goal # 3** Link existing databases to create one large database of all known active, inactive, and abandoned mine locations within the state for internal and (official) external use.

**Objective # 1** Develop databases described in other goals (mine inspection reports, abandoned mine reports, reclamation plans, and GIS database.

**Performance Measures**

	FY02	FY03	FY04
1 Linked database become a reality on the Agencies servers.	0	0	1
Status : Un-Funded			

**Objective # 2** Purchase, configure, and maintain a web server.

**Performance Measures**

	FY02	FY03	FY04
1 Out source IT personnel and/or train a network Specialist to perform this job.	0	0	1
Status : Un-Funded			

**Goal # 4** Develop and implement a integrated database that allows for easy scheduling of training classes, tracks attendees with their employer statistics, and notifies when follow-up training is due.

**Objective # 1** Develop a scheduling database that allows tracking of classes and attendees, notifies when follow-up is due, and generates statistical reports for continued funding.

**Performance Measures**

	FY02	FY03	FY04
1 New database developed by outsourced IT specialist(s). Funding dependent on federal grant.	0	1	0
Status : In Process			

**Goal # 5** Maintain state of the art technology by retiring hardware and software that is obsolete. Planned replacement of Agency PC's is funded based on a six year equipment service life.

**Objective # 1** Provide the agency staff with update equipment and software in order to complete their jobs more efficiently.

**Performance Measures**

- 1 Upgrades and replacement of all agency software and hardware are completed as equipment becomes obsolete. Upgrade servers from Windows NT to Windows 2000 in FY 2003.  
Status : In Process

FY02	FY03	FY04
6	6	6

## Mines & Mineral Resources

### Description

The Arizona Department of Mines and Minerals (ADMMR) has three primary functions. The first function is to provide technical assistance to miners, exploration geologists, prospectors, and others who are developing our state's mineral resources. This technical assistance consists of economic studies of problems facing small miners and investigation of their properties to assist in their development. The second function is to maintain an information bank and library of mineral and mining information. The information consists of books, studies, maps, films and videotapes, individual mine files, and other archival documents. The third function is to manage the mineral museum as the state's depository for collecting, cataloging, and displaying mineral specimens, various ores, gemstones, and lapidary material. ADMMR is a non-regulatory agency that has provided outstanding customer service to its patrons. Its goal is to provide prompt, courteous, and accurate service to its customers so that they may develop the state's mineral resources, create wealth, and provide employment to Arizona's citizens.

### IT Vision

ADMMR would like to be able to store, retrieve and distribute more data/information using information technology. Many of the present hard copy information systems including databases, indexes, bibliographies, and other mining and mineral information will be transferred to IT formats.

This will allow ADMMR's staff and the patrons to more efficiently use the information resources of the agency.

### IT Mission

To effectively utilize information technology (IT) to facilitate the acquisition, management and dissemination of mining and mineral information to those interested in Arizona's mineral resources.

**Goal # 1** Continue to incorporate information technology in a pragmatic manner to serve agency needs.

**Objective # 1** By continuing to upgrade PC hardware and operating systems by replacement, current business software applications may be used on 100% of ADMMR's PC's.

Performance Measures		FY02	FY03	FY04
1	<b>100% percent of computers are able to effectively run current generation software applications.</b> Status : In Process	100	100	100
2	<b>One third of ADMMR's IT system and software will be replaced per fiscal year.</b> Status : In Process	4	4	4

**Objective # 2** By monitoring changes in IT the department can incorporate those that are relevant and cost effective (usually means free) into ADMMR's existing office automation equipment and work practices.

**Performance Measures**

- 1 **ADMMR will incorporate appropriate changes such as software updates/patches to its information technology so that all systems function effectively.**  
Status : In Process

FY02	FY03	FY04
100	100	100

**Goal # 2** To catalogue ADMMR's mining and mineral information to digital format.

- Objective # 1** By cataloging data, staff and patrons will have improved access to mineral resource files, reports, maps, etc.

**Performance Measures**

- 1 **Number of patrons using catalogues/databases/etc. of Arizona mineral resource information per year.**  
Status : In Process
- 2 **Number of book, file, mineral, etc. items cataloged per year.**  
Status : In Process
- 3 **By taking advantage of the greatly reduced cost of creating CD-ROMs with their large storage capacity, make mineral resource maps and other large data products available.**  
Status : In Process

FY02	FY03	FY04
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1500	1500	1500
------	------	------

600	600	600
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3	3	3
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**Goal # 3** Use the internet to gather and distribute mineral resource information.

- Objective # 1** By securing funding internet access can be maintained and state POP e-mail accounts can be established during FY 2003-2005 for all full time staff.

**Performance Measures**

- 1 **Percent of ADMMR staff able to use the internet and send/receive e-mail.**  
Status : Un-Funded
- 1 **Number of dollars needed to maintain internet access and establish e-mail accounts.**  
Status : Un-Funded

FY02	FY03	FY04
------	------	------

100	100	100
-----	-----	-----

3000	3000	3000
------	------	------

- Objective # 2** By creating internet pages from existing department publications and other sources the information at ADMMR's web site can be expanded.

**Performance Measures**

- 1 **Number of pages added from publications and other sources to ADMMR website.**  
Status : In Process

FY02	FY03	FY04
------	------	------

5	5	3
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- Objective # 3** By periodically reviewing and updating ADMMR's website, the number of dead links and outdated information provided will be minimized.

**Performance Measures**

- 1 **Number of complaints about old or inaccurate information and missing or bad links will be less than FY targets.**  
Status : In Process

FY02	FY03	FY04
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20	20	20
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# Naturopathic Physicians Examiners Board

## Description

The Board regulates NMD physicians who engage in the practice of naturopathic medicine, including certification of those in specialty practice; certifies NMD graduates to engage in internship, preceptorship, and postdoctoral training programs; certifies medical assistants; certifies naturopathic medical students to engage in clinical training programs; approves educational curriculums of naturopathic medical schools, clinical training programs, internships, preceptorships, and postdoctoral training programs in naturopathic medicine; certifies NMD physicians to dispense natural substances, medicines, and devices from their offices; and conducts investigations and hearings on complaints relating to medical in competency and unprofessional conduct.

## IT Vision

IT resources will offer a one-stop shopping service for agency personnel to perform skills efficiently, provide management reports and create a bridge between Board members, other state agencies, members of the public, as well as licensees and certificate holders. The Board has a free public community Web Site that is difficult for the public to access. The Board looks forward to the purchase of a paid Web Site that will provide a link to the free public Web Site. The free public Web Site offers information about the Board, its Mission, policies, laws, rules, complaints, examination information including the date, place and required subjects. The public Web Site provides links to naturopathic medical schools, national trade organizations and the national board of naturopathic medical examiners. The Board intends to expand its Web Site to offer electronic filing of complaints, downloading and printing of applications including applications for examination, licensure, annual renewal, reinstatement of licenses and certificates, change of address forms. The Board is considering establishing physician profiles for use by consumers and other regulatory agencies. The Board anticipates a decrease in its reliability on certain paper files and a substantial increase in certain electronic filings.

## IT Mission

To use IT resources wisely and allow ease of public access to information with read only files and to provide ease of access to other governmental agencies desiring up-to-date information on persons regulated by the Board.

**Goal # 1** To affect more efficiently the licensing and certificate process.

**Objective # 1** Develop a web site by end of FY 2002.

Performance Measures		FY02	FY03	FY04
1	As funds permit, expansion of web site to provide certain application forms. Status : In Process	1	0	0
2	The Governor's Regulatory Review Council requires annual reporting of whether licenses and certificates issued by the Board meets the time frame required. Status : In Process	1	1	1

**Goal # 2** To timely investigate and adjudicate complaints to protect the public from incompetent practitioners.

**Objective # 1** Continuation of refining and maintaining integrated licensing and complaint databases.

Performance Measures		FY02	FY03	FY04
1	As time permits, the executive director will continue to refine and update the licensing and complaint database. Status : In Process	1	0	0
2	Complete update of complaint histories and enter to physician database. Status : In Process	1	1	1

**Goal # 3** Implementation of programs that audit NMD physicians prescribing and dispensing practices and their compliance with annual continuing medical education requirements.

**Objective # 1** Create and maintain archival electronic data on NMD physicians.

Performance Measures		FY02	FY03	FY04
1	The Board has a database program that needs to be upgraded to provide for compliance information gathered by the compliance officer. Status : In Process	1	0	0

# Nursing Care Examiners Board

## Description

The Board licenses nursing home administrators and certifies assisted living facility managers. Continuing education is prescribed by law for both groups. The Board approves continuing education and ensures that required hours are met. Complaints are investigated as they are received from members of the public or the Department of Health Services. Appropriate disciplinary action is recommended and enforced. In pursuit of its mission the Board will monitor local regulations, keep informed of health policies promoted by state government and remain aware of regulations proposed and implemented by federal, state and local authorities

## IT Vision

IT resources will provide one-stop shopping services for agency personnel to perform skills efficiently, provide management reports and create a resource bridge between other state agencies, members of the public, as well as licensees, their employers, and certificate holders.

## IT Mission

To use IT resources wisely, to enable the Board to protect the public by allowing ease of access to Board "read only" files. To provide ease of access to other government agencies desiring up-to-date information on licensees and certificate holders.

**Goal # 1** To affect more efficient licensing and certification of applicants.

**Objective # 1** Through IT, the Board's office will be accessible.

### Performance Measures

FY02 FY03 FY04

- 1 Place a link to our agency's website from the state's home page ALIS by 2001.

Status : In Process

**Objective # 2** To efficiently streamline the application process, licensure and certification process and complaint process enabling applicants and consumers rapid, complete disclosure of information.

### Performance Measures

FY02 FY03 FY04

- 1 Completing automated access for the complaint data base by 2001.

Status : In Process

**Goal # 2** Apply IT to complaint investigation and resolution.

**Objective # 1** Create computerized processes to notify complainants and licenses of opening and closing of a complaint. Create tracking system of complaint status. Create log sheet for management status report.

### Performance Measures

FY02 FY03 FY04

- 1 Complete complaint automation by 2001

Status : In Process





# Nursing, Arizona Board of

## Description

The State Board of Nursing protects the public by assuring that standards of practice are defined and that persons engaged in the practice of nursing are competent. It approves individuals for licensure, registration, and certification; approves educational programs for nurses and nursing assistants; investigates complaints concerning licensees and certificate holders compliance with the law; and determines and administers disciplinary actions in the event of proven violations of the Nurse Practice Act.

## IT Vision

To optimize the application of information technology which enhances efficient regulatory practices.  
To optimize the application of information technology which enhances efficient regulatory practices.

## IT Mission

To protect the public health, safety, and welfare through the safe and competent practice of nurses and nursing assistants.

**Goal # 1** To use information technology to provide accurate applicant and complaint / investigative statistical information currently used by the Board to develop disciplinary and regulatory polices.

**Objective # 1** Use Internet applications to import applicant information from the National Council of State Boards of Nursing. Create an export process to be utilized through the web to send data real-time to the National Council.

Performance Measures		FY02	FY03	FY04
1	<b>Develop Import/Export functionality by the end of FY 2001/2002.</b> Status : In Process	1	0	0
2	<b>This would provide NURSYS data to be automatically imported into ASBN data bank. This would eliminate a manual check of nurses with the NURSYS data bank.</b> Status : In Process	1	0	0

**Objective # 2** To expand current SQL database to provide increased efficiency to licensing/certification, investigation and records maintenance processes.

Performance Measures		FY02	FY03	FY04
1	<b>Capability of collecting statistical data thru an automated process, by the end of FY 2002/2003.</b> Status : In Process	1	0	0
2	<b>Improve record maintenance by making the licensing applications accessible via digital output.</b> Status : In Process	1	0	0

**Objective # 3** To provide the public with necessary licensee/certificate verification information 24 hours, 365 days a year.

**Performance Measures**

- 1 Reduce the number of calls to the department receptionists by 30% and increase customer satisfaction for availability of licensure/certification information.

Status : In Process

FY02	FY03	FY04
30	0	0

- Objective # 4** We are going to purchase Macromedia Director 8.5 software to aid us in the development of the Arizona State Board of Nursing web site and to allow us to create help files, CBT's for our staff.

**Performance Measures**

- 1 Macromedia Director 8.5 will give us the ability to do computer base training and allow us to train our staff in a more efficient manner. This will also allow us to develop an interactive help file for our web users.

Status : In Process

FY02	FY03	FY04
1	0	0

- Goal # 2** To implement a document scanning system, reducing staffing demands and maximizing utilization of all agency FTE's.

- Objective # 1** Use creative technological solutions to reduce agency operational costs. For instance, document scanning to scan in applications and renewals would minimize data entry. Telecommuting would allow staff to share workstations.

**Performance Measures**

- 1 Reduce time in maintaining applications by 60% of 1 FTE's time and 90% of the 9 licensing techs time.

Status : In Process

- 2 Increase the potential for staff to telecommute due to availability of scanned documents.

Status : In Process

FY02	FY03	FY04
1	0	0

- Goal # 3** To provide services and information to nurses and the public via the Internet

- Objective # 1** To build a secured public database with current information to allow RN's/LPN/CNA's to do online renewals

**Performance Measures**

- 1 To have 50% of health care providers and other interested parties to have immediate access to online verifications by the middle of FY2002.

Status : In Process

FY02	FY03	FY04
50	0	0

- Goal # 4** To provide a more efficient working environment, using state of the art technology, to better serve the public.

- Objective # 1** To implement Windows® 2000 Advanced Server. This will allow a more efficient organization, by increasing flexibility and performance. Windows 2000 Advance Server has proven applications that are required to make ASBN successful in the day-to-day operations.

**Performance Measures**

- 1 The Middle of FY 2002 or the beginning of FY 2003 will implement Windows 2000 Advance Server.

Status : In Process

FY02	FY03	FY04
1	1	0

**Objective # 2** Purchase an HP 80GB DLT Drive, an external device which can be used on multiple servers. This DLT Drive will meet the back-up solution for the enterprise. It is an absolute necessity to back-up these servers. This could be the difference between losing

Performance Measures		FY02	FY03	FY04
1	The capability of backing up all networks servers by the end of FY 2001.	0	1	0
Status : In Process				

**Objective # 3** Improve the performance of the current dial-up configuration. Using three 3COM, dual 56K LAN modems will aid the performance dial-up networking.

Performance Measures		FY02	FY03	FY04
1	Project completed by the end of FY 2002.	1	0	0
Status : In Process				
2	Improve dial-up networking performance for remote access to the network for telecommuting staff.	1	0	0
Status : In Process				

**Objective # 4** Purchase a Compaq Storage Works Tower 4314T and COMPAQ 36.4GB HARD DRIVE SCSI 3 (HOT PLUGGABLE). This will provide the disk storage system for the document imaging system.

Performance Measures		FY02	FY03	FY04
1	The end of FY 2002 we will purchase hardware storage for document imaging.	0	1	0
Status : In Process				

**Objective # 5** We will need to procure a new server for development purposes.

Performance Measures		FY02	FY03	FY04
1	FY 2002 we will purchase a server that is vital to the development of the new Licensing application.	1	0	0
Status : In Process				

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed			75		
Total			75		

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed			1		
Total			1		

# Occupational Therapy Examiners Board

## Description

The Board of Occupational Therapy Examiners is a regulatory board which issues and renews bi-annually approximately 1,500 licenses for the occupational therapy profession. By law, the Board requires that each applicant meet minimum standards of education, experience, and competency. The Board also receives and investigates complaints, takes appropriate disciplinary action, and responds to inquiries from consumers as to the license status of individual occupational therapy professionals.

## IT Vision

Utilize computer technology so a two-person staff will be able to license and regulate the Arizona Occupational Therapy industry and to absorb any foreseeable demographic growth within the industry.

## IT Mission

Provide the highest quality and level of customer service through the maximum utilization of computer technology.

**Goal # 1** To improve stakeholder access to licensure information by placing all statutes, rules, forms and instructions for licensure on the internet so it can be down loaded from any location in the world.

**Objective # 1** Provide the most current versions of forms and rules on the internet.

Performance Measures		FY02	FY03	FY04
1	Reduce the number of telephone and written requests, measured by percent reduction. Status : In Process	5	10	15

**Goal # 2** Enhance automated capabilities in order that a two-person staff can continue to absorb any additional future workload due to demographic changes.

**Objective # 1** Update to the most current version of software to maintain proficiency in issuing licensees in a timely manner.

Performance Measures		FY02	FY03	FY04
1	Number of days before a licensee receives an approved license. Status : In Process	30	30	30

**Goal # 3** Move with the trend of e-government, by allowing applicants to submit applications and payments over the internet.

**Objective # 1** To move to a system that will allow the industry to submit their applications and payments electronically.

Performance Measures		FY02	FY03	FY04
1	Number of applications received electronically Status : In Process	0	0	500
2	Number of payments processed electronically Status : In Process	0	0	500

<b>3</b>	<b>Reduce the number of pieces of US mail received by applicants</b>	0	0	500
	Status : In Process			

# Optometry, Arizona Board of

## Description

The Arizona State Board of Optometry examines, licenses, and regulates the profession of Optometric Doctors (ODs). In addition, the Board registers and regulates out-of-state replacement contact lens dispensers. The Board investigates complaints alleging violations of the Optometric Practice Act and takes administrative regulatory action when required. Currently there are approximately 725 professionals licensed to practice in the state.

## IT Vision

Ability to provide to the public, licensees and other government agencies, accurate, information via the Internet. Services will include on-line license renewals, applications, public information, automatic doctor verifications, meeting minutes, agendas, statutes, rules, approved continuing education and assorted general information.

## IT Mission

To maintain an efficiently run Agency through the effective use of information technology, enabling a high level of customer service to the citizens of Arizona, other government agencies and the licensees of the Board of Optometry.

**Goal # 1** Develop software programs that automate the licensing and investigation functions with the end in mind. (Connectivity with the Internet and interactive with licensing).

**Objective # 1** Improve accuracy and efficiency of data reporting.

Performance Measures		FY02	FY03	FY04
1	<b>Continued evaluation of Continuing Education programs.</b> Status : In Process	0	0	0
2	<b>Verification of CE courses that were taken were approved.</b> Status : In Process	0	0	0
3	<b>Average number of days from receipt of complaint to resolution.</b> Status : In Process	0	0	0
4	<b>Average time, in calendar days, per investigation from start to final adjudication.</b> Status : In Process	0	0	0
5	<b>Average time in calendar days from receipt of completed application to issuance or denial of certification or license.</b> Status : In Process	0	0	0

**Goal # 2** Develop and implement a Web page no later than Fall 2001.

**Objective # 1** To make routine information available to the general public, other government agencies and licensees via the Internet.



Performance Measures		FY02	FY03	FY04
1	<b>Purchase upgrade equipment for current system.</b> Status : In Process	0	0	0
2	<b>Purchase second system for second staff member.</b> Status : In Process	0	0	0
3	<b>Increase automation of agency.</b> Status : In Process	0	0	0
4	<b>Total number of license verifications completed.</b> Status : In Process	0	0	0

**Goal # 3** Allow licensees and registrants to renew and apply for licenses, certificates and registrations via the Internet no later than July, 2003.

**Objective # 1** Have a web-site built and programmed with the most cost-benefit value and in use by early spring 2001.

Performance Measures		FY02	FY03	FY04
1	<b>Average time in calendar days from receipt of completed application to issuance or denial of certification or license.</b> Status : In Process	0	0	0
2	<b>Purchase upgrade equipment for current system.</b> Status : In Process	0	0	0
3	<b>Purchase second system for second staff member.</b> Status : In Process	0	0	0
4	<b>Increase in automation of agency.</b> Status : In Process	0	0	0

**Goal # 4** Establish database for approved continuing education courses and programs that is published on the Web-page.

**Objective # 1** Allow licensees to access approved continuing education courses via internet.

Performance Measures		FY02	FY03	FY04
1	<b>Continued evaluation of Continuing Education programs.</b> Status : In Process	0	0	0
2	<b>Verification that CE courses taken were approved.</b> Status : In Process	0	0	0
3	<b>Increase automation of agency.</b> Status : In Process	0	0	0

# Osteopathic Examiners, Arizona Board of

## Description

The Board of Osteopathic Examiners in Medicine and Surgery licenses and regulates osteopathic physicians in the State of Arizona. The Board serves approximately 1,600 professionals licensed to practice in Arizona as well as all Arizona citizens and visitors to Arizona who receive these professional services. The Board is made up of seven members appointed by the Governor for five-year terms.

## IT Vision

To have the Board provide accurate public information over the Internet for all aspects of the Board's functions as well as provide the Board and it's staff with the ability to function in a more efficient and effective method through technology.

## IT Mission

To maximize information technology to ensure that technology efficiently and effectively supports the licensure and regulation of osteopathic physicians and provide accurate information in a timely basis to the public.

**Goal # 1** Through IT, increase the ability to provide license and disciplinary information to the public.

**Objective # 1** To be able to exchange licensee and disciplinary information on-line between specific agencies that we communicate with.

### Performance Measures

**FY02 FY03 FY04**

**1 Number of written/oral requests received into agency**

Status : In Process

**Goal # 2** Through IT, provide access to on-line applications for osteopathic physicians.

**Objective # 1** To issue licenses promptly to those applicants determined to be eligible based on their accurate and complete application and demonstration of the required standards of education, knowledge, and competency while ensuring that the health, welfare, and safe

### Performance Measures

**FY02 FY03 FY04**

**1 Number of applications submitted to the Board**

Status : In Process

**2 Number of licenses that are approved/granted after being submitted through on-line applications.**

Status : In Process

**Goal # 3** Through IT, provide access to credit card use on the internet for renewing, applications, permits, registration for dispensing, verifications, and other miscellaneous requests.

**Objective # 1** To provide public information and verification of licensees upon request in a timely and accurate manner.

**Performance Measures**

**FY02 FY03 FY04**

- 1 Efficient turnover rate of requests using internet credit card service vs. requests and monies coming directly to the office and processed manually.**

Status : In Process

# Parks, Arizona State

## Description

Under the direction of the Arizona State Parks Board, the agency develops and manages 30 State parks and natural areas and provides safe and enjoyable facilities and programs for over two million visitors annually. The Board also, upon recommendation of several advisory committees, provides \$32 million in financial incentives annually to government and non-government entities through eight different grant programs. With the development of the new Growing Smarter Grants/Land Conservation Program, the agency assists many partners in preserving Arizona's open spaces and recreational opportunities while managing growth. Through the State Historic Preservation Office, the agency preserves Arizona's prehistoric and historic resources. And finally, the agency coordinates statewide resource planning, public involvement, and educational opportunities through partnerships for public purposes. State Parks is composed of the Director's Office and the following four divisions: Parks, Partnerships, External Affairs, and Administrative Services.

## IT Vision

To provide and maintain quality productivity services to our clients within Arizona State Parks.

## IT Mission

Using information technology to enhance the business operations and communication within Arizona State Parks.

### Goal # 1 Provide application and network operational support to the Agency.

**Objective # 1** Provide a help line and response team for customers that maintains a high level of service.

Performance Measures		FY02	FY03	FY04
1	<b>90% of desktop customer issues addressed within 8 working hours.</b> Status : In Process	90	90	90

**Objective # 2** Enhance State Parks resource management, revenue and customer service through the reservation system and call center at Kartchner Caverns State Park.

Performance Measures		FY02	FY03	FY04
1	<b>99.5% system Kartchner reservation system uptime as measured in hours per year during business hours.</b> Status : In Process	100	100	100
2	<b>99.5% of revenues deposited within one day via electronic transfer from Kartchner. All others deposited within 5 working days.</b> Status : In Process	100	100	100

**Objective # 3** Provide excellent system-wide desktop productivity, network services, and telecommunication availability.

Performance Measures		FY02	FY03	FY04
1	<b>99.90% network services uptime as measured in hours per year.</b> Status : In Process	100	100	100

<b>2</b>	<b>Average number of occurrences of user application data backed up (per user) from their desktop PC during the year..</b>	50	50	50
	Status : In Process			
<b>3</b>	<b>Improve agency IT Security policies.</b>	1	1	1
	Status : In Process			

## **Goal # 2** Standardize and improve internal agency processes

### **Objective # 1** Recap Form

<b>Performance Measures</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Operational Recap Form integrated with central database.</b>	1	1	1
Status : In Process			

## **Goal # 3** Provide a statewide campground reservation system

### **Objective # 1** Economic Viability, Planning and Procurement process

<b>Performance Measures</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 PIJ Approved</b>	1	0	0
Status : In Process			
<b>2 RFP Completed and Proposal Accepted</b>	0	1	0
Status : In Process			

### **Objective # 2** Installation, operational and fiscal procedure development, and staff training

<b>Performance Measures</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Percentage of Installation and Training completed</b>	0	50	50
Status : In Process			

### **Objective # 3** Operations and Call Center integration.

<b>Performance Measures</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Call Center operational</b>	0	0	1
Status : In Process			
<b>2 Initial call center and support staff hired</b>	0	0	1
Status : In Process			
<b>3 Final Testing Completed</b>	0	0	1
Status : In Process			

### **Objective # 4** Enhance State Park Revenues

<b>Performance Measures</b>	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Reservation System allows for a 10% increase in revenues from previous year due to increases in facility management efficiencies and a central revenue source.</b>	0	0	10
Status : In Process			

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed	138	285			
Total	138	285			

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed	2	2			
Total	2	2			

# Personnel Board

## Description

The Personnel Board is responsible for hearing and reviewing, via an administrative hearing process, appeals filed by state employees who have been dismissed from state service, suspended for more than 40 working hours, or demoted resulting from disciplinary action. The board also hears and reviews complaints filed under the whistleblower statute. Under the direction of the presiding hearing officer, the proceedings are conducted on an informal basis through the taking of direct testimony, the cross examination of witnesses, and the admission of evidence. A record of the proceedings is taken and made available, upon request, to hearing officers, board members, and parties to the appeal. The hearing officer determines the facts based on the evidence presented and makes a recommendation regarding discipline to the board. Board members are subsequently provided with case information so they may determine proper discipline.

## IT Vision

To utilize IT to improve quality and productivity, enhance IT resources as products become available, and provide Internet access to interested parties regarding the agency's operations. (This vision is dependent upon funding)

## IT Mission

To efficiently administer the hearing process by utilizing IT resources currently available to provide timely resolution for employee appeals and complaints as provided in statute.

**Goal # 1** To provide an information system that allows for the exchange of information, conforms to agency work process and legal mandates, and that can be easily maintained.

**Objective # 1** Attempt to achieve goal #1

Performance Measures		FY02	FY03	FY04
1	In FY99, the board received 92 appeals. In FY00, the board received 74 appeals. In FY01, the board received 67 appeals. Status : In Process	85	85	85
2	In FY99, the board held 142.5 hearing days. In FY00, the board held 100.5 hearing days. In FY01, the board held 93 hearing days. Status : In Process	120	120	120
3	In FY99, it took an average of 207 days from receipt of an appeal to the board's final order. In FY00, it took an average of 119 days from receipt of an appeal to the board's final order. In FY01, it took an average of 98 days from receipt of an appeal to the board's final order. Status : In Process	98	98	98

# Pest Control Commission Arizona Structural

## Description

The Structural Pest Control Commission (SPCC) licenses and regulates professional pest control companies and conducts examinations of applicators of structural pesticides.

## IT Vision

Provide staff with efficient business management tools and to promote information exchange and awareness to the regulated community and the public at large.

## IT Mission

The mission of the Information Technologies Services Department is to develop and maintain a comprehensive, effective and user friendly information system in support of SPCC operations which serve the regulated pest control community and residents of Arizona, and results in the maximization of their health, safety, welfare and the protection of their property and the environment.

**Goal # 1** Increase reliance on web technologies to provide timely information.

**Objective # 1** To utilize the most capable and up-to-date web related technologies\tools. (I.e. XML, Java, PHP etc) while staying within budgetary limits.

Performance Measures	FY02	FY03	FY04
1 Improved data delivery\exchange. Status : In Process	0	0	0

**Objective # 2** To make data widely available in a more timely manner while improving data accuracy.

Performance Measures	FY02	FY03	FY04
1 Improved data availability. Status : In Process	0	0	0
2 Calls to front desk will be significantly reduced since information will be available on a web page. Status : In Process	0	0	0
3 Significant increase in the number of 'hits' on our web page. Status : In Process	0	0	0

**Goal # 2** Maintain a comprehensive computer equipment\software replacement schedule.

**Objective # 1** To match hardware performance with software application requirements. Replace 1/3 of computer equipment on yearly basis. Anticipate bottle necks in system and upgrade as needed.

Performance Measures	FY02	FY03	FY04
1 Obtain\Maintain a high level of performance from office\field personnel. Status : In Process	7200	7200	7200



**Goal # 3** Enhance the agency's custom applications to tightly integrate as to eliminate the need of double-entry by staff.

**Objective # 1** Continue to improve custom application development in support of agency functions. Modularized design enforces business rules and referential integrity to be achieved between all agency programs. Data updated remotely by office\field staff.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Timely record updates, Elimination\reduction of errors caused by "double-entry" and minimizing agency expenditures for fleet (travel) costs.</b> Status : In Process	0	0	0

**Goal # 4** Provide better productivity tools and training to employees.

**Objective # 1** Provide employees with training materials and/or courses on office software commonly used throughout the agency.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>The SPCC encourages employees to improve competency through education, cross-training, experimentation and self-study. Results measured by better than satisfactory employee PASE evaluations and favorable comments from the industry\public.</b> Status : In Process	900	1000	1000

# Pharmacy Board, Arizona

## Description

The Board is responsible for establishing and enforcing quality standards necessary for the licensure of pharmacists and the issuing of permits to drug manufacturers, wholesalers, repackages, pharmacies, and non-pharmacy retail outlets. The Board enforces and observes voluntary compliance with the established standards, both state and federal, through education of its licensees and the public on the proper distribution and use of approved medications.

## IT Vision

It is no secret that service based organizations faced with ever increasing demands require increased information technology to maintain acceptable service levels. It is our intention to increase our current applications and equipment in order to better service our customers.

## IT Mission

Through the use of information technology continue to protect the public health, safety and welfare relevant to the dispensing, sale, storage, manufacture, repackaging and distribution of controlled substances, prescription and non-prescription medications, poisons and related hazardous substances.

## Goal # 1 Provide agency with appropriate information technology to meet the business goals.

- Objective # 1** Install new software to provide readily retrievable information on all our licensees and permittees for renewal purposes, mailing labels; tract investigations and inspections in order to do follow up (where necessary); complete statistical information for

Performance Measures		FY02	FY03	FY04
1	<b>After the award of the statewide licensing software product, evaluate possible implementation in this agency by the end of FY 2002.</b>	1	0	0
Status : In Process				

- Objective # 2** Ensure phone system is stable and will meet the needs of this agency.

Performance Measures		FY02	FY03	FY04
1	<b>Evaluate options and develop solution to our phone system problem by end of FY 2002.</b>	1	0	0
Status : In Process				

- Objective # 3** Ensure each of our new personnel obtains necessary PC, Software, Printers, and Fax machines to do their jobs.

Performance Measures		FY02	FY03	FY04
1	<b>By the end of FY2002, all new employees will have received the above equipment.</b>	1	0	0
Status : In Process				

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed		43			
Total		43			

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed		1			
Total		1			

# Physical Therapy Examiners Board

## Description

The State Board of Physical Therapy licenses qualified physical therapists and certifies physical therapist assistants, investigates complaints, conducts hearings, and enforces the standards of practice for the physical therapy profession. The Board serves approximately 3,011 professionals licensed and certified to practice in the state, as well as all Arizona citizens who receive these professional services.

## IT Vision

To establish and maintain the technology necessary to provide the board, the citizens, the licensees, other agencies and the general public with comprehensive access to the most recent information regarding the physical therapy profession in the state of Arizona

## IT Mission

To establish and maintain the necessary information technology and equipment to assist the Board to efficiently and effectively protect the health, safety, and welfare of the public in regulating the physical therapy profession.

**Goal # 1** To improve the availability and accessibility of information to the public.

**Objective # 1** The agency will develop a Web Site in FY 2002 whereby the public can access information including Arizona physical therapy laws and rules, information on State Board meetings, continuing education opportunities and related information.

Performance Measures		FY02	FY03	FY04
1	<b>Verification the Web Site is developed and accessible on the Internet.</b> Status : In Process	100	100	100
2	<b>Percent of customers/members of the public who respond favorably in written survey to the agency Web Site and its content.</b> Status : In Process	0	30	40

**Objective # 2** The agency will maintain Internet service for the use of the agency staff for purposes of internal communications (among staff members and with the Board members) and for facilitating improved communication with the public.

Performance Measures		FY02	FY03	FY04
1	<b>Percent of staff and Board members, as well as customers/members of the public, who respond favorably on written surveys to the agency's use of Internet-based communications.</b> Status : In Process	50	55	60

**Objective # 3** The agency will upgrade one printer in FY 2001, one printer in FY 2002 and one printer in FY 2003.

Performance Measures		FY02	FY03	FY04
1	<b>Verification the upgrades were accomplished.</b> Status : In Process	100	100	0



## Pioneers Home, Arizona

### Description

The Arizona Pioneers' Home, which was opened for residents in 1911, presently is the home for 150 Arizona pioneers and disabled miners. The employees provide direct nursing care and support to the residents and strive to meet state and federal nursing home standards. The home is inspected each year by the Arizona Department of Health Services Nursing Home Surveyors.

### IT Vision

By 2003, AZ Pioneer's Home have a internal LAN system. Replacing the AS 400 in Phoenix and connected to mainframe for HRMS-AFIS and capable of using State wide e-mail and internet services. Contracting with an out-side provider or placing on the internal server all nursing systems, while connecting all departments to the system.

### IT Mission

The purpose of our IT Function is to provide State of the Art data processing support for Nursing operations, human resources, and accounting functions.

**Goal # 1** Update our current stand alone PC with a LAN system to provide easier access to medical records for our nursing staff.

**Objective # 1** Get systems networked by end of FY 2002

#### Performance Measures

	FY02	FY03	FY04
<b>1 Select a vendor to implement by January 2002.</b>	1	0	0
Status : In Process			
<b>2 Medical Records software implemented by the end of FY 2002.</b>	1	0	0
Status : In Process			

## Podiatry Examiners Board

### Description

The Board licenses and regulates Doctors of Podiatric medicine. The Board evaluates the professional competency of podiatrists seeking to be licensed in the State of Arizona and promotes continued competency and fitness by investigating complaints. In addition, the Board holds hearings, monitors activities, and enforces the standards of practice for the podiatric profession.

### IT Vision

Information technology will improve quality and productivity through innovations and process improvements.

### IT Mission

To maximize information technology to ensure that technology efficiently and effectively supports the agency mission to protect the health, safety and welfare of the citizens of Arizona by regulating and maintaining standards of practice in the field of podiatric medicine.

**Goal # 1** To upgrade current software/add a web page in FY 2002-2003

**Objective # 1** To keep current with new technology trends that may help provide our customers with efficient service.

Performance Measures		FY02	FY03	FY04
1	<b>Purchase upgraded equipment for current system</b> Status : In Process	0	1	0
2	<b>Prompt response to stakeholders and customers. Customers would received immediate access to ongoing Board actions, and other information through internet access.</b> Status : In Process	0	1	0

# Postsecondary Education

## Description

The Commission, established under state statute, is comprised of 16 Commissioners appointed by the Governor who represent public universities and community colleges, private colleges and proprietary degree-granting institutions, independent and career schools, and K-12, as well as the general public. The Commission facilitates studies relating to financial aid issues; provides a forum for proprietary, private, and public postsecondary institutions to discuss issues of mutual concern; encourages state policies that reflect the effects of changing enrollments in postsecondary educational sectors; reviews the postsecondary education needs of un-served and underserved populations through its minority education policy analysis center; provides information to citizens about Arizona postsecondary education opportunities through its early education awareness outreach programs; administers certain Federal and State financial aid programs, including the LEAP and PFAP programs; advises the state's Guaranteed Student Loan Program, publishes the Arizona College and Career Guide; and oversees the Arizona Family College Savings Program for the State. The mission is supported through three divisions: Financial Aid Administration, Policy Analysis, and Communications.

## IT Vision

The Arizona Commission for Postsecondary Education (the Commission) will use technology, especially the Internet, to provide information and a forum for legislators and citizens to obtain information about postsecondary education options and discuss topics concerning the education needs of un-served and underserved populations in

## IT Mission

The Arizona Commission for Postsecondary Education will utilize information technology to work with other agencies and the private sector to develop methods to communicate and promote the activities of the Commission and its programs to customers, stakeholders, and other education-focused groups and businesses.

**Goal # 1** To better communicate the postsecondary education needs of financial aid, career and skill training, early intervention and dropout prevention to the citizens of Arizona and the postsecondary institutions via expanded interactive Internet technologies and increased online communications regarding these needs with customers, stakeholders, and interested parties.

**Objective # 1** Redesign the web page so it is easier to navigate and utilize, adding downloadable documents, in order to minimize distribution costs and increase efficiency in delivering this information to customers.

### Performance Measures

**1 Complete the web page redesign by January 1, 2002.**  
Status : In Process

FY02	FY03	FY04
1	0	0

**Objective # 2** Add aliases and content to each program's web page.

### Performance Measures

**2 Have URLs aliased and more extensive content added by March 1, 2002.**  
Status : In Process

FY02	FY03	FY04
1	0	0



**Objective # 3** Make the Arizona College & Career Guide site more interactive by adding forms for listed institutions to update their information.

Performance Measures		FY02	FY03	FY04
3	Add an update form to the ACCG web site by June 30, 2002.	1	0	0
Status : In Process				

**Objective # 4** Provide an online forum for Arizona citizens, local education stakeholders, and members of national education advocacy groups to discuss current education issues.

Performance Measures		FY02	FY03	FY04
4	Develop an online forum by June 30, 2002.	1	0	0
Status : Un-Funded				

**Goal # 2** Continue developing the electronic transfer of data between the Commission and participating postsecondary institutions' Financial Aid offices throughout Arizona.

**Objective # 1** Finalize the data collection process for the Private Postsecondary Education Student Financial Assistance Program (PFAP) program by allowing the participating postsecondary institutions' Financial Aid offices to submit new and renewal application information electronically via the Commission's web site that connect directly to the appropriate database.

Performance Measures		FY02	FY03	FY04
1	Electronic application process should be operational by October 31, 2001.	1	0	0
Status : In Process				

**Objective # 2** Streamline the data collection process for the Leveraging Educational Assistance Partnership (LEAP) program by allowing the participating postsecondary institutions' Financial Aid offices to submit new and renewal application information via forms on the Commission's web site that connect directly to the appropriate database.

Performance Measures		FY02	FY03	FY04
1	Electronic application process should be operational by October 31, 2002.	0	1	0
Status : In Process				

**Goal # 3** To increase agency efficiency in communicating with members of committees and the community by streamlining the Organization Database to more effectively cross-reference individuals serving in more than one role.

**Objective # 1** Redesign the contacts database to improve efficiency.

Performance Measures		FY02	FY03	FY04
1	Increase the efficiency of the contacts database by reducing redundancy.	0	1	0
Status : In Process				

**Goal # 4** Provide needed IT hardware maintenance and repairs and continue with the implementation of systematically replacing and/or upgrading all aspects of the agency's information technology hardware and software, including: PC hardware/software, network system/server, telecommunications equipment, facsimile machines and printers.

**Objective # 1** To increase agency overall efficiency.

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 By the end of FY 2002, devise a funding methodology if upgrades are deemed necessary.</b>	<b>1</b>	<b>0</b>	<b>0</b>
Status : In Process			

## Postsecondary Education, Private

### Description

The Board licenses and regulates approximately 127 private postsecondary educational institutions, serving approximately 99,300 students annually. The Board acts on license applications, determines compliance, investigates complaints and violations, and takes disciplinary action. The Board also administers the Student Tuition Recovery Fund, which provides financial restitution to students injured by private postsecondary institutional closures and provides students access to their educational records.

### IT Vision

In order to more efficiently process license applications and renewals, a priority of this agency is to develop a data base. In addition, this information can also be used to generate reports, forecast trends, and assist in budget analysis.

Once this is accomplished, we can install access to the internet to help regulate licensee web sites to determine compliance with State Board statute and rule.

Sometime in the future, a web site could be established to give general information regarding licensure, student records, and a directory of our licensed institutions.

### IT Mission

To provide information to the public in an efficient and timely manner using and sharing all available private and public technology resources that are available given our limited budget.

**Goal # 1** To utilize and maintain a web site for the dissemination of agency information

**Objective # 1** To improve customer service while decreasing the amount of time agency staff must spend on providing information to the public on the phone.

Performance Measures		FY02	FY03	FY04
1	Complete the design of the agency website using volunteer student web masters from one of our licensed schools by fiscal year end 2001. The website will be maintained at the Department of Administration server with a monthly agency expense of \$12.00 per Status : In Process	1	0	0
2	Provide "links" to other regulatory agencies and sources of information from our web site to assist our licensees and the public by fiscal year end 2001. Status : In Process	1	0	0

**Goal # 3** Ensure data reliability and increase IT system performance.

**Objective # 1** Upgrade existing IT equipment and add one additional work station.

**Performance Measures**

- 1 To add one addition workstation and staff by July 1, 2001.**

Status : In Process

**FY02**

1

**FY03**

0

**FY04**

0

- 2 Upgrade existing 4 work stations by July 1, 2001.**

Status : In Process

4

0

0

- 3 Ensure ability of the Agency to provide quality and timely customer service to the Increased base of licensee base and the public.**

Status : In Process

0

0

0

# Psychologist Examiners Board

## Description

The State Board of Psychologist Examiners examines and licenses professionals to practice in the field of psychology. The Board also accepts complaints against licensees, investigates allegations, and administratively adjudicates complaints. The Board serves approximately 1,600 professionals licensed to practice in the state, as well as all Arizona citizens who receive these professional services.

## IT Vision

To make available to the public via internet website, lists of active licensees and of licensees upon whom disciplinary sanctions have been imposed.

## IT Mission

To protect the health, safety and welfare of Arizona citizens by regulating the psychology profession.

**Goal # 1** To provide in-house maintenance and updating of the Board's website by training the Projects Specialist.

**Objective # 1** To update the Website more frequently.

### Performance Measures

- 1 **Number of times Website is updated per year.**  
Status : In Process

FY02	FY03	FY04
12	15	20

**Objective # 2** To train the Projects Specialist regarding Web page maintenance.

### Performance Measures

- 1 **Determine how many times the Web page is more frequently updated per year by staff, compared to updates by an outside consultant.**  
Status : In Process

FY02	FY03	FY04
6	8	10

**Goal # 2** To purchase software and hardware to allow staff to scan the Board's statutes, rules, forms and other publications onto its Website.

**Objective # 1** To reduce staff time in entering information onto its Website.

### Performance Measures

- 1 **Determine how many times faster it is for staff to put information on website compared to the number of hours spent on staff preparing disks.**  
Status : In Process

FY02	FY03	FY04
2	4	4

**Goal # 3** To purchase an additional Pentium computer to use as a server for staff network.

**Objective # 1** To reduce downtime and slowness of staff computers due to computer problems.

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Number of days per month staff computers must be shut down due to server problems.</b>	<b>2</b>	<b>0</b>	<b>0</b>
Status : In Process			
<b>2 Cost of service calls.</b>	<b>0</b>	<b>0</b>	<b>0</b>
Status : In Process			

**Goal # 4** To purchase 2 new laser printers.

**Objective # 1** To replace obsolete printers.

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Number of days per month 2 of the staff have no printer.</b>	<b>0</b>	<b>0</b>	<b>0</b>
Status : In Process			

**Goal # 5** To register a new domain name for the Board's website.

**Objective # 1** To have an easily identifiable internet address for the Board's website.

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Number of new domain names the Board registers.</b>	<b>0</b>	<b>1</b>	<b>0</b>
Status : Un-Funded			

# Public Safety, Arizona Department of

## Description

The Arizona Department of Public Safety enforces state law with primary responsibility in the areas of motor vehicle traffic, narcotics, organized crime/racketeering, liquor, and specific regulatory functions. Operational and technical assistance is provided to local and state government agencies and other components of the criminal justice community. Services include scientific analysis, aircraft support, emergency first care, criminal information systems, and statewide communications. The Department also promotes and enhances the quality of public safety through cooperative enforcement operations and by increasing public awareness of criminal activities.

## IT Vision

Information Technology users will be able to access the information they need to perform their jobs with their desktop or laptop computer using a graphical interface or browser. Both internal and external data sources can be accessed at the click of an icon. This will increase efficiency at all levels of the department.

## IT Mission

To provide information services to internal and external DPS customers in support of public safety and to improve Department efficiency through automation and the application of new technology.

**Goal # 1** To improve support to DPS, other criminal justice agencies, licensing agencies and the general public.

**Objective # 1** Maintain computer systems availability now at 99.7%

Performance Measures		FY02	FY03	FY04
1	<b>Maintain availability at 99.7</b> Measure shows 100% as the GITA program will not take decimals. So consider the measure as reaching our objective 100% Status : In Process	100	100	100

**Objective # 2** Expand Information System Services Section staff to meet customer needs.

Performance Measures		FY02	FY03	FY04
1	<b>Reduce backlog of users requests by increasing staff to do the work.</b> Measure is average number of requests reduced each FY. Current backlog is 25 requests Status : In Process	5	10	15
2	<b>Support personnel for Microsoft Access applications.</b> Measure is numbers for each FY Status : Un-Funded	2	3	4

**Objective # 3** Purchase site licenses. , complete a review of the cost for software by July 2002.

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Reduce Individual Package Purchases by enrolling in the Microsoft Enterprise contract as negotiated by GITA. The measure is our initial estimates on annual cost in dollars.</b>	0	250,000	250,000
Status : Un-Funded			

**Objective # 4** Enhance search capabilities in the Criminal History System by September 2001

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Shorter search result lists are expected by the applications using it. Measure is the % of programs using the new algorithms</b>	20	80	100
Status : In Process			

**Objective # 5** Expand tracking software use throughout the Information System Services Section so all trouble calls are in one repository.

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Log all calls through a single help desk. Measure is a percent of all calls now going to a single number</b>	70	85	100
Status : In Process			

**Objective # 6** Implement a personal computer replacement plan by FY 2004

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 30% replaced by 2000 using Y2K funds. Following measure is % of PC's replaced on a 3 year cycle if funds are available. FPI will be submitted the next two year cycle.</b>	0	0	40
Status : Un-Funded			

**Objective # 7** Provide images to patrol vehicles by July 2004

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Successful utilization of images by June 2004 to confirm identification. Measure is the number of agencies with ability to retrieve images through the ACJIS network</b>	0	0	10
Status : Un-Funded			

**Objective # 8** Add data to the DPS Internet web-site home page By June 30, 2002, to disseminate information to customers, exchange laws and administrative rules with other states and regulatory agencies to increase awareness of the Concealed Weapons, Handgun Clearance and licensing processes.

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Users that can update their own data on the web sites. Currently the Sex Offender Unit and Human Resources can do this. Measure is # of sections that can update their data without technical assistance.</b>	2	4	6
Status : In Process			

**Objective # 9** Redesign application systems that should be replaced to meet current user/business needs

**Performance Measures**

	<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1 Redesign and program applications that are outdated. Measure is the number of applications replaced each fiscal year after funding. FPI will be submitted the next 2 year budget cycle.</b>	0	0	2
Status : Un-Funded			



**Objective # 10** Enable electronic disposition posting to the Central State Repository with two additional agencies each fiscal year.

Performance Measures		FY02	FY03	FY04
1	Number of agencies submitting electronically by Fiscal Year. Status : In Process	2	4	6

**Objective # 11** End-user query and reporting tool which can be used in a distributed environment to access mainframe data By October 2002.

Performance Measures		FY02	FY03	FY04
1	Pending installation of DB2. Target for implementation is 2004. A FPI will be submitted if internal funds are not available at that time. Measure is number of ad hoc tools available Status : Un-Funded	0	0	1

**Objective # 12** Develop a DUI reporting system funded by the Governor's Office of Highway Safety to implement an automated statistical Driving Under the Influence report for submission to GOHS.

Performance Measures		FY02	FY03	FY04
12	Reporting system in place by 6/2002. Measure is in dollars required to implement. A grant request to GOHS is in process. GOHS has indicated that funds will be awarded. Status : In Process	200,000	0	0

**Objective # 13** Protection Order Registry for statewide ACJIS use in cooperation with the Arizona Office of the Courts(AOC)

Performance Measures		FY02	FY03	FY04
1	Provide access to the court Protection Orders through the ACJIS network by June 2002. Measure is completion in year 2002. Status : In Process	2002	0	0

**Objective # 14** Carrying Concealed Weapons(CCW) Permit. Provide the capability to inquire into other states files to confirm that a permit holder is currently authorized.

Performance Measures		FY02	FY03	FY04
1	Develop a transaction for inquiry into other states files to confirm validity of CCW permits by June 2002. Measure is completion year. Status : In Process	2002	0	0

**Objective # 15** Incident Based Reporting to convert the Uniform Crime Reporting system from a summary to detail.

Performance Measures		FY02	FY03	FY04
1	Convert all agencies to the National Incident Based Reporting System by 2005. Pilot with Phoenix PD and Yavapai County the first year. Others to follow. Measure is number of agencies submitting NIBRS data each fiscal year. Success of statewide implementation depends on agencies implementing NIBRS data in their computer systems to forward to DPS. Their own funds will be required to do this. Status : In Process	2	15	40

**Objective # 16** Convicted Persons on Supervised Release(CPSR).Program and implement a new NCIC transaction for the ACJIS community

Performance Measures	FY02	FY03	FY04
1 Implement the new CPSR transaction on the ACJIS network by the end of April 2002. Measure is the year completed. Status : In Process	2002	0	0

**Objective # 17** Implement the Sex Crimes Network by June 30,2002  
Accept Serial Crimes Reports from other agencies.  
Enter both DPS and other agencies' Serial Crime Reports.  
Generate hits from the data base for other agencies

Performance Measures	FY02	FY03	FY04
1 Serial Crime Reports received from other agencies Status : In Process	150	300	300
2 Total Serial Crime Reports entered into the system from all sources. Status : In Process	500	2000	2300
3 Hits provided to other agencies Status : In Process	50	300	300

**Objective # 18** Program NCIC 2000 changes for new formats and applications

Performance Measures	FY02	FY03	FY04
1 On line validations and batch transfer. Measure - validations in FY 2002 Batch transfer in FY 2003 Status : In Process	2002	2003	0
2 Remove Y2K Century windowing. Measure is percent of programs revised to eliminate windowing. Status : In Process	100	100	100
3 NCIC 2000 changes implemented in existing ACJIS systems. Measure is percent complete. as of end of FY 2001 66 % complete Status : In Process	100	100	100
4 Two new NCIC systems to be developed in FY 2002 Status : In Process	2	2	2

**Objective # 19** Replace analog 'dumb' terminals with Personal computers

Performance Measures	FY02	FY03	FY04
1 Percent of terminals replaced by fiscal year. As of 2001 10% have been replaced. Status : Un-Funded	40	80	100

**Objective # 20** New Architecture and Infrastructure to browser enable and image enable applications

Performance Measures	FY02	FY03	FY04
1 Percent of new TCP/IP protocol replacing analog communications protocol. As of FY 2001 15% of lines converted. Measure is percent of conversion. Status : Un-Funded	50	75	100
2 Mainframe systems converted to DB2 relational data base from ADABAS. Measure is number of systems out of 83 total Status : Un-Funded	2	44	83

- 3 ADABAS files migrated to DB2. out of a total of 141. As of FY 2001 none have been converted.** 10 75 141  
Status : Un-Funded

**Goal # 2** To improve Department efficiency through automation and the application of new technology.

**Objective # 1** Lotus Notes E-Mail By June 2002, install Email and Electronic document management software throughout the agency

Performance Measures	FY02	FY03	FY04
<b>1 Have all district offices using Lotus Notes by November 2003.</b> Status : In Process	6	16	16
<b>2 Remote access Email for area offices. Measure is number of areas with access</b> Status : In Process	15	32	32

**Objective # 2** CCW applicant's photograph on the Concealed Weapons permit. By June 30, 2002, implement placing a photograph of the applicant on the permit.

Performance Measures	FY02	FY03	FY04
<b>1 Agencies with access to Driver License photos.</b> Status : In Process	10	50	200

**Objective # 3** MVD photo retrieval by October 30, 2001, increase access to the image system by making it available to Criminal Investigations personnel.

Performance Measures	FY02	FY03	FY04
<b>1 By October 30, 2001, Criminal Investigations will have access. Additional authorized persons in other DPS sections and outside agencies will follow. Measure is number of individuals with access by fiscal year..</b> Status : In Process	50	300	600

**Objective # 4** Remove all COAX by June 2001, (in the main compound) and replace it with CAT5, 10/100 Base T wiring.

Performance Measures	FY02	FY03	FY04
<b>1 Coax problems effect everyone on that circuit. Removal of coax will reduce the number of service calls. Measure is the number of coax lines converted. As of 2001 three are three left to convert</b> Status : In Process	2	3	0

**Objective # 5** Install a Computer Aided Dispatch System.

Performance Measures	FY02	FY03	FY04
<b>1 Have dispatch system installed in Phoenix and Tucson in FY 2003 and Flagstaff in FY 2004. Measure is total # of installations.</b> Status : In Process	0	2	3

**Objective # 6** Implement an automated procurement system by end of FY 2003,

Performance Measures	FY02	FY03	FY04
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1	Have electronic workflow software installed by June 2002. Lotus Notes has been installed on all Finance computers. The application is yet to be designed and programmed. A Fiscal Planning Issue may have to be submitted depending on a cost estimate yet to be completed. Measure will be determined after the design specifications are created. Much of this depends on actions taken at the state level. We are participating in an RFP process with other state agencies. Measures: FY 2002 Install Lotus completed. Fy2003 Issue RFP. Fy 2004 System installed Status : In Process	1	2	2004
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**Objective # 7** Human Resources Section will need to obtain funding to purchase equipment and software necessary for computerization of records.

Performance Measures		FY02	FY03	FY04
1	Elimination of manual process with faster more accurate record retrieval with a computer system. Measure is a preliminary estimate of dollars required. Status : Un-Funded	0	0	2500 00

**Objective # 8** Connect all personal computers to a LAN/WAN to maximize sharing of information By June 2003.

Performance Measures		FY02	FY03	FY04
1	Have LAN connection for central monitoring and updates by June 2004. Measure is % of personal computers connected to LAN/WAN which includes dial up. Status : In Process	60	80	100

**Objective # 9** Delivery of scientific reports to county attorneys and officers and maximize evidence control at all times by instituting a state-of-the-art, automated Laboratory Information and Management System (LIMS).

Performance Measures		FY02	FY03	FY04
1	Implement upgrades to Evidence rooms statewide and implement a new version of LIMS software at all Regional Crime Laboratories by January 1, 2001, Status : Complete	0	0	0
2	Complete LIMS upgrades and procedures for on-line reporting of Laboratory Examination Reports. Measure is percent of laboratory cases generating automated reports. Status : In Process	25	75	100
3	Maintain LIMS system availability at 98%. Measure is percent availability each fiscal year. Status : In Process	98	98	98

**Objective # 10** AZAFIS average system reliability, excluding scheduled downtime is maintained at no less than 98 percent, in compliance with Arizona Automated Fingerprint Identification System contract specifications during FY2002,FY2003 and FY2004,

Performance Measures		FY02	FY03	FY04
1	Average system availability, excluding scheduled downtime maintained at 98%. Measure is % of uptime Status : In Process	98	98	98

**Objective # 11** Improve Arizona Board of Fingerprinting efficiency of operations through completion of the computer tie-in with the DPS ACCTRAK system by September 30, 2000,.

Performance Measures		FY02	FY03	FY04
1	100% completion of the Board/ACCTRAK programming Status : Complete	0	0	0

**Objective # 12** DPS Vulnerable Adult system. Improve the efficiency of the Arizona Board of Fingerprinting operations through the completion of computer tie-in by December 31, 2000,

Performance Measures		FY02	FY03	FY04
1	100% completion of Board/Vulnerable Adult programming Status : Complete	0	0	0

**Objective # 13** Restricted web site to enable the Arizona Board of Fingerprinting to review appeal information online.

Performance Measures		FY02	FY03	FY04
1	Web site developed. Measure is the number of web sites created. Only one is required. Status : In Process	1	0	0

**Objective # 14** Automate the appeal process for the Arizona Board of Fingerprinting by June 30, 2003, complete by connecting the restricted Board web site with the DPS ACCTRAK telephone system

Performance Measures		FY02	FY03	FY04
1	Web site connected to DPS ACCTRAK. Measure is the number of sites connected. Only one is required Status : In Process	0	1	0

**Objective # 15** Criminal Investigations Case Management System. A Decision Package has been submitted and approved. Completion is scheduled for FY 2003.

Performance Measures		FY02	FY03	FY04
1	Installation of the system in FY 2003. Measure is # of systems installed. Only one is required. Status : In Process	0	1	1

**Objective # 16** Statewide digital microwave system.

Performance Measures		FY02	FY03	FY04
1	Plan to be completed by end of FY 2004. Measure shows year of completion. Status : In Process	0	0	2004

**Objective # 17** Mobile data computer (MDC) system. By June 20, 2003, design, fund and install.

Performance Measures		FY02	FY03	FY04
1	By June 30, 2000, Complete in-house design Status : Complete	0	0	0
2	Submit a fiscal planning issue by June 30, 2000, Status : Complete	0	0	0

- |   |  |   |   |    |
|---|--|---|---|----|
| 3 | Procure and begin installation Funding appropriated by the Legislature is assumed for FY 2002. Measure is implementation in 2 areas in FY 2002, Phoenix and Tucson metro areas. Two more areas in FY 2003 and in all 16 districts by the end of FY 2004. | 2 | 4 | 16 |
|   | Status : In Process  |   |   |    |

**Objective # 18** Statewide gang analytical database with electronic exchange of data with major law enforcement agencies in Arizona and have fifteen agencies participating in FY 2004.

Performance Measures		FY02	FY03	FY04
1	Fifteen agencies participating by FY 2003 Status : In Process	10	15	15

**Objective # 19** Commercial vehicle safety. By June 30, 2003, Utilize technology and existing data to expand and streamline enforcement efforts throughout the state.

Performance Measures		FY02	FY03	FY04
1	65 officers transmitting inspections using SAFER via modem in FY 2004 Status : In Process	55	55	65
2	Expand the ASPEN network by 4 law enforcement agencies. Status : In Process	2	2	4
3	Expand the use of barcode readers for the capture of driver's license and carrier information to 55 by June 30, 2003, Status : In Process	0	55	55
4	Transmit 100% of commercial vehicle collisions from ALIS to Safetynet by June 30, 2001, working with the Arizona Department of Transportation. Measure is percent of vehicle collision data transmitted from ALIS to SAFETYNET. Status : In Process	100	100	100
5	5 port officers to interconnect between the Arizona Databases and CVISN at the ports of entry. Status : In Process	0	5	5

**Objective # 20** Automate citations issued by the Highway Patrol by evaluating the National Model obtained from Iowa.

Performance Measures		FY02	FY03	FY04
1	Complete evaluation by 11/2001 Status : In Process	1	1	1
2	Begin system design by 1/2002 Status : Un-Funded	1	1	1
3	Pilot the proposed system using RAD approach. Complete the pilot by 3/2002 Status : Un-Funded	1	1	1
4	Program final citation system by 8/2002 Status : Un-Funded	1	1	1
5	Complete citation system and turn over to production by 12/2002 Status : Un-Funded	1	1	1

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active		15,365		2,096	46
Completed	2,223	1,079	120	14,230	59
Total	2,223	16,444	120	16,326	105

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active		1		2	1
Completed	3	7	2	5	1
Total	3	8	2	7	2

## Racing, Arizona Department of

### Description

The Department of Racing regulates the Arizona pari-mutuel horse and greyhound racing industry. The Department oversees and supervises all commercial horse, greyhound, and county fair meetings; licenses all participants; collects state revenues generated by race meetings; promotes and encourages the breeding of horses and greyhounds in the state; and enforces laws and rules related to racing and wagering to protect industry participants and the public. The Department also collects revenues for the State Boxing Commission.

### IT Vision

The Arizona Department of Racing foresees a high-quality information technology system that can take advantage of the State's telecommunications infrastructure to effectively and efficiently regulate the racing industry in Arizona.

### IT Mission

The Arizona Department of Racing Information Technology Department will provide and maintain an IT infrastructure to support all IT functions enabling Department employees to effectively and efficiently regulate the Arizona racing industry.

**Goal # 1** To develop a PIJ which will allow further development of the SmartNet Racing database.  
Development subject to funding constraints within the current budget.

**Objective # 1** To complete Smartnet development.

Performance Measures		FY02	FY03	FY04
1	Once development hours are known and budget resources are identified, if any, submit PIJ to GITA with Project Plan and continue further Smartnet development. Status : In Process	1	1	0

**Goal # 2** To replace old PC's which do not conform to state standards or are at the end of their life cycle.  
This goal is funded over fiscal year 02/03 and an approved PIJ is in place.

**Objective # 1** To become compliant to State IT standards.

Performance Measures		FY02	FY03	FY04
1	To assess current technology and procure, configure, and install equipment. Status : In Process	1	1	0

**Goal # 3** To develop formal IT security standards, risk management, account management, configuration management, authentication, session controls, network security, modems, encryption technology, system administration, incident response capability, auditing, virus protection, business continuity and disaster planning, backups, maintenance, labeling, media sanitizing/disposal, physical security, personnel security, and training and awareness.

**Objective # 1** To develop a formal IT security document .



**Performance Measures**

- 1 Once GITA has approved standards in a particular IT Security category; emulate and implement at least 4 security categories per quarter, until completed.

Status : In Process

FY02  
12

FY03  
6

FY04  
0

**Projects****Project Cost by Year and Status Code (000's)**

	1998	1999	2000	2001	2002
Active					
Completed		261			
Total		261			

**Number of Projects by Year and Status Code**

	1998	1999	2000	2001	2002
Active					
Completed		1			
Total		1			

# Radiation Regulatory Agency

## Description

The Arizona Radiation Regulatory Agency provides protection from unnecessary radiation exposure through inspection of radiation sources and their uses, effective response to radiological incidents, environmental sampling, and certification of those who operate X-ray equipment.

## IT Vision

Provide IT solutions that are simple, efficient and dependable. Develop methods for providing the appropriate information to the public that are easily accessible.

## IT Mission

To coordinate IT activities with Program Management in order to implement improved IT solutions, and increase public radiation safety awareness.

### Goal # 1 Provide better online information for citizens, licensees and employers.

#### Objective # 1 Continue to update the web page weekly.

##### Performance Measures

	FY02	FY03	FY04
1 Update the individual pieces of the web page every week. Status : In Process	1	1	1

#### Objective # 3 Update the online licensee database so that employers do not need to call the agency to check a potential employee's certificate status.

##### Performance Measures

	FY02	FY03	FY04
1 Update the web database every 2 days. Status : In Process	2	2	2

### Goal # 3 Train Network Specialist on Windows 2000.

#### Objective # 1 Provide required training to support Windows 2000.

##### Performance Measures

	FY02	FY03	FY04
1 Complete 2 courses per year. Status : In Process	2	2	2
2 Network specialist will be fully trained to support the agency's network. Status : In Process	0	1	0

### Goal # 4 Improve the availability of agency systems and information to employees that are telecommuting or working at an inspection site.

#### Objective # 1 Determine whether Microsoft's Terminal Services or another product would provide the best option for accessing any of the agency's local databases.

##### Performance Measures

	FY02	FY03	FY04
1 Make determination by June 30, 2002. Status : In Process	1	0	0



## Real Estate, Arizona Department of

### Description

Under A.R.S. Title 32, Chapter 20 and Arizona Administrative Code Title 4, Chapter 28, the Department regulates real estate, cemetery, and membership camping licensees, including the approval and monitoring of pre-licensing and continuing education courses to ensure the quality content of courses and the competence of instructors, as well as the quality and timeliness of materials being taught. The Department oversees the activities of licensees, investigates complaints against licensees and land developers, and participates in administrative hearings pertaining to their conduct. The Department regulates the sale of subdivided and certain unsubdivided lands, timeshares, condominiums, membership campgrounds, and cemeteries. The Department also administers a recovery fund program available to persons who have sustained out-of-pocket losses and have obtained an otherwise uncollectible money judgment against a licensee for conduct violating statutory duty.

### IT Vision

To provide the Department with the State of Arizona's most user friendly, technically advanced and adaptable information system.

### IT Mission

To support the Department in providing the public accurate, timely and easily accessible information for all business functions requiring computer based solutions.

**Goal # 1** Incorporate increased functionality and content into the database-access web site to provide the public with more easily accessible information.

**Objective # 1** Disclosing closed cases through the web site should reduce by 20% the number of calls into the department on this topic for FY 2002.

#### Performance Measures

**1 Percent decrease in calls regarding closed cases.**  
Status : In Process

**FY02 FY03 FY04**

20 20 20

**Goal # 2** Consolidate the Department's Complaint, Public Assistance Request and Inquiry systems into a single application to provide a more accurate, efficient and flexible system.

**Objective # 1** Increase the efficiency of processing Complaints, Inquiries and Public Assistance Requests by 30% when the project is complete.

#### Performance Measures

**1 Percent increased efficiency.**  
Status : In Process

**FY02 FY03 FY04**

30 30 30

**Objective # 2** Increase the accuracy in processing Complaint, Inquiry and Public Assistance Request related information by 20% when project is completed.

**Performance Measures**

- 1 **Percent increased accuracy.**  
Status : In Process

FY02	FY03	FY04
20	20	20

**Goal # 3** Convert the department's computer-based business rules from a client-server, 2-tier architecture to a distributed N-tier architecture to reduce the time needed to make changes and additions to both internal and external applications.

**Objective # 1** Reduce the time required to update business rules across the entire system by 30% after completing the conversion.

**Performance Measures**

- 1 **Percent increased efficiency in making changes.**  
Status : In Process

FY02	FY03	FY04
30	30	30

**Objective # 2** Reduce the time required to add features to department functions by 30% when conversion is completed.

**Performance Measures**

- 1 **Percent increased efficiency in adding features and functionality.**  
Status : In Process

FY02	FY03	FY04
30	30	30

**Goal # 4** Create a department security policy to support the State's efforts to protect public information.

**Objective # 1** Documenting proper end-user policies and procedures could reduce the chance of unrecoverable data loss by 10%.

**Performance Measures**

- 1 **Percent reduction in the loss of information due to improper storage and handling procedures.**  
Status : In Process

FY02	FY03	FY04
5	5	5

**Objective # 2** Implementing a hardware-based Firewall and Intrusion Detection System for the public web server could reduce the chances of unauthorized access to department information by 30%.

**Performance Measures**

- 1 **Percent reduction in potential vulnerabilities to unauthorized information.**  
Status : In Process

FY02	FY03	FY04
30	30	30

**Objective # 3** Documenting the Department's servers and network architecture, along with proper maintenance procedures, could reduce by 40% the amount of time it would take for an experienced IT professional to repair most problems if on-site IT staff was unavailable during an emergency.

**Performance Measures**

- 1 **Percent reduction in the required time to troubleshoot a critical problem.**  
Status : In Process

FY02	FY03	FY04
40	40	40

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active		214			
Completed		67			
Total		281			

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active		1			
Completed		1			
Total		2			

# Regents, Arizona Board of

## Description

The Arizona Board of Regents (ABOR) is the governing body of Arizona's state universities. Consistent with its constitutional authorities, the Board makes planning and policy decisions with regard to the state universities. The Board hires the university presidents and the executive director for the Board to whom they assign the responsibility of management. The Board accounts to the legislative and executive branches of government for the resources appropriated to the universities and the Board. The Board acts as the legal entity responsible for the universities.

## IT Vision

Arizona Board of Regents' information technology resources support efficient, effective and timely information for the public, the Board and its staff.

## IT Mission

Information technology resources of the Arizona Board of Regents provide the information technology necessary for the central office staff to support the Regents as they govern the Arizona University System.

### Goal # 1 Increase the productivity of Board staff.

#### Objective # 1 Furnish adequate IT hardware and software resources to the Board staff.

Performance Measures		FY02	FY03	FY04
1	<b>Percent of computers sent out for repair.</b> Status : In Process	10	10	10
2	<b>Percentage: Number of computers replaced over number of computers scheduled for replacement</b> Status : In Process	100	100	100

#### Objective # 2 Ensure staff can proficiently use all applicable IT applications. Individuals with IT administration responsibilities have adequate knowledge of technology.

Performance Measures		FY02	FY03	FY04
1	<b>Percentage: Number of training sessions completed by Central Office staff over number of training sessions requested by staff.</b> Status : In Process	100	100	100

#### Objective # 3 Ensure IT resources enable employees to telecommute when appropriate.

Performance Measures		FY02	FY03	FY04
1	<b>Percentage: Number of staff participating in the telecommuting program with access to a laptop computer over total number of staff participating in the telecommuting program</b> Status : In Process	100	100	100

### Goal # 2 Enhance communication outcomes for the Board of Regents via a medium which provides cost-efficient access to wider audiences twenty-four hours per day, seven days per week, 365 days per year.

- Objective # 1** The ABOR website will provide a tool for supporting the Board's commitment to:
- 1)ensuring access to instruction;
  - 2)promoting research;
  - 3)providing public service to Arizona;
  - 4)maximizing the state's investment in education.

Performance Measures		FY02	FY03	FY04
1	<b>Percent of e-mail inquires answered according to standards established by the Web Advisory Committee.</b> Status : In Process	100	100	100
2	<b>Number of unique visits to targeted new areas of the website.</b> Status : In Process	200	200	200

- Objective # 2** The ABOR website will promote Arizona's public universities by linking to university websites and keeping information updated with data pertinent to specified target audiences.

Performance Measures		FY02	FY03	FY04
1	<b>Percent of projects completed within the timeframe established by the Web Advisory Committee.</b> Status : In Process	100	100	100
2	<b>Percentage of users who reported technical problems.</b> Status : In Process	1	1	1
3	<b>Percentage of users making recommendations to improved the ABOR website.</b> Status : In Process	10	10	10

- Objective # 3** The ABOR website will inform the public about the Board's purpose, goals and achievements.

Performance Measures		FY02	FY03	FY04
1	<b>Percent of subscribers receiving notification of updates on requested topic.</b> Status : In Process	100	100	100
2	<b>Based on survey results: Percentage of users who found information sought on the ABOR website.</b> Status : In Process	95	95	95

- Goal # 3** Ensure access to ABOR IT resources are restricted to authorized individuals.

- Objective # 1** ABOR's IT resources are secure.

Performance Measures		FY02	FY03	FY04
1	<b>Percentage: Number of successful unauthorized attempts on the network operating system, electronic mail system, telephone/voice mail system and other related systems over total number of unauthorized attempts on the network operating system, electronic mail system, telephone/voice mail system and other related systems</b> Status : Complete	0	0	0





# Registrar of Contractors, Arizona

## Description

The agency licenses and regulates residential and commercial contractors and investigates and resolves complaints against licensed and unlicensed contractors. It administers the Residential Contractors Recovery Fund, designed to reimburse residential property owners for improper workmanship by licensed residential contractors.

## IT Vision

Employ creative solutions that provide the agency easier access to needed information. Implement effective IT solutions to promote more informed decisions. Provide continuous improvement in information technology capabilities.

## IT Mission

Improve information technology capabilities in the agency by developing and maintaining automated information processing systems that support the goals of the agency.

**Goal # 1** To establish and maintain a stabilized information resources environment for agency personnel.

**Objective # 1** Install a DLT Cartridge Tape System to automate backups for UNIX servers and NT servers.

Performance Measures		FY02	FY03	FY04
1	Reduce the amount of system time needed for backups by one hour daily by June 30, 2002. Status : In Process	1	0	0
2	Reduce two hours of time daily from human intervention needed in backup process. Status : In Process	1	0	0

**Objective # 2** Provide continuity of network services to current users and expand services to additional offices.

Performance Measures		FY02	FY03	FY04
1	By June 30, 2002 replace three NT servers that are at the end of their 3-year duty cycle. Status : In Process	1	0	0

**Objective # 3** Enhance the current level of performance and quality of service in field offices by providing the necessary resources to all personnel.

Performance Measures		FY02	FY03	FY04
1	By June 30, 2002 provide connectivity to the agency network for all field offices. Status : In Process	1	0	0

**Objective # 4** Provide an acceptable level of customer service to agency employees providing equipment and the tools to effectively do their jobs.

Performance Measures		FY02	FY03	FY04
1	By the end of a PC's or laptop's three-year warranty, provide replacement equipment. Total outcome will be efficient service to the public.	1	1	1
Status : In Process				

**Objective # 5** Provide technical training for Information Resources personnel on new technical issues.

Performance Measures		FY02	FY03	FY04
1	By June 30, 2003 all databases will be converted to relational databases. Technical personnel will have adequate skills to perform tasks required of them. User automation needs will be met.	1	1	0
Status : In Process				

**Goal # 2** Migrate agency databases and programs from a proprietary operating system to relational databases in an AIX UNIX environment.

**Objective # 1** Train technical staff in relational databases.

Performance Measures		FY02	FY03	FY04
1	By June 30, 2003 databases will be converted to relational type databases.	0	1	0
Status : In Process				

**Objective # 2** Purchase hardware and software for conversion of databases.

Performance Measures		FY02	FY03	FY04
1	By June 30, 2002 all hardware and software will be installed for the migration of databases.	1	0	0
Status : In Process				

**Goal # 3** Provide effective electronic communication and services to the public and other governmental entities through agency web site.

**Objective # 1** Implement applications on the web site to allow the filing of complaints, renewal of license and other agency transactions.

Performance Measures		FY02	FY03	FY04
1	By June 30, 2004 increase services on website to 70%.	0	0	1
Status : In Process				

**Goal # 4** Provide electronic communication and services to agency personnel through agency intranet.

**Objective # 1** Establish agency internet for effective communication of agency policies.

Performance Measures		FY02	FY03	FY04
1	Establish agency intranet by June 30, 2002.	1	0	0
Status : In Process				

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active				345	
Completed		572			
Total		572		345	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active				2	
Completed		8			
Total		8		2	

# Residential Utility Consumers Office

## Description

The Residential Utility Consumer Office (RUCO) examines rate cases presented to the Corporation Commission and determines in which cases to intervene. The technical and legal staff, as well as expert consultants, research, study, and analyze these rate cases. They determine a reasonable position for residential ratepayers and earnestly advocate that position using all judicial avenues available.

## IT Vision

Provide IT support of RUCO's activities in utility rate cases before the Arizona Corporation Commission and enhance RUCO's public information program.

## IT Mission

To obtain and maintain state-of-the-art equipment and necessary training to perform IT tasks in support of the agency mission. These tasks include the following:

- 1) analyzing requests for rate increases by utilities;
- 2) researching online databases of federal agencies whose activities will impact Arizona's restructuring telecommunications and electricity markets;
- 3) reviewing and studying online corporation commission databases for utility matters affecting Arizona residential utility consumers;
- 4) broadcasting to interested persons online notices, studies, and news releases concerning matters affecting the interests of Arizona residential consumers;
- 5) maintaining the RUCO Website for viewing by members of the public.

**Goal # 1** Obtain and maintain up-to-date computer hardware and software that will enable RUCO to conduct rate analyses.

**Objective # 1** Acquire state-of-the-art computers, powerful enough to perform complex analysis functions.

Performance Measures		FY02	FY03	FY04
1	Number of RUCO interventions & public presentations Status : In Process	14	14	14

**Goal # 2** Ensure appropriate training for RUCO personnel concerning computer applications, including Microsoft FrontPage, Microsoft Excel, Microsoft Word, and Windows 2000.

**Objective # 1** Arrange for most effective and efficient IT training to meet RUCO needs.

Performance Measures		FY02	FY03	FY04
1	Number of Power Point Presentations created. Status : In Process	3	3	4

**Goal # 3** Develop a web page.

**Objective # 1** Conduct a public education campaign on retail electricity & telephone deregulation

Performance Measures		FY02	FY03	FY04
1	Annually revise the web site reflecting the public education campaign. Status : In Process	1	1	1



## Respiratory Care Exam. Board

### Description

The Board of Respiratory Care Examiners licenses respiratory care practitioners based on minimum competency standards set by the Legislature and regulates the practice of respiratory care in Arizona by enforcing the state laws, rules, and regulations to protect the public.

### IT Vision

To create an efficient network for optimum productivity of agency employees. To establish web site which would provide public access regarding licensing information and inquiry on current licensees' status, credentials, expiration dates, etc.

### IT Mission

To exercise State regulatory authority over respiratory care practitioners by granting licenses, maintaining public records for all practitioners within Arizona; and enforcing rules and statutes to ensure the public health, welfare and safety.

**Goal # 1** To comply with the Governor's request for efficiencies to be created in State government through the use of technology

**Objective # 1** Establish integrated e-mail, including the capability of attaching word processing-produced documents.

#### Performance Measures

	FY02	FY03	FY04
<b>1 Reduce time spent answering routine questions on the phone by 10 %</b>	10	0	0
Status : In Process			

**Objective # 2** Upgrade database applications from DOS to Windows to create an integrated computer system and improved service to the citizens of Arizona.

#### Performance Measures

	FY02	FY03	FY04
<b>1 Integration of the database with word processing will reduce the number of days it takes to process the renewal of licenses.</b>	1	0	0
Status : In Process			

## **\*Retirement System, Arizona State**

### **Description**

The Arizona State Retirement System provides pension, survivor, disability, health insurance, and educational services for most public sector employers in Arizona, including state universities, public school districts, local and county governments, and the State of Arizona. As of June 30, 2000, the ASRS had a market value of approximately \$24 billion dollars and had a total membership of 328,585 (183,924 actively contributing members, 81,977 inactive members, 59,089 retired members, and 3,595 disabled members).

### **IT Vision**

Information needs to be provided accurately and expediently to our membership. We need to have world class customer service all the time, be it in person, on the phone, on-line, in all of our contacts.

Information Services can provide the tools to help deliver data for supporting our membership requirements. Application development can build flexible systems, phone systems can help handle and route incoming calls, Internet and interactive voice systems can provide 24 hour on-line access directly to the membership.

### **IT Mission**

The mission of the Information Systems Division is to provide timely and accurate data services for ASRS stakeholders through the development, implementation and maintenance of efficient computer systems..

**Goal # 1** Develop and maintain database systems and business applications that provide procedures and programs to collect, organize, maintain, and present the data required to meet the information needs of the ASRS and its constituents.

**Objective # 1** Position the Information Services Division to quickly respond to the business requirements of the agency

#### **Performance Measures**

**FY02 FY03 FY04**

- 1 Acknowledge development requests within one business day.**  
Status : In Process

**Goal # 2** Identify and exceed all user requirements for timely and quality development and maintenance of business applications and network information systems.

**Objective # 1** Continue implementation of additional PERIS applications for non-retired account maintenance, long term disability, and contribution accounting record formats. These funds projected for PERIS are being requested up front for a multiple year project.

#### **Performance Measures**

**FY02 FY03 FY04**

- 1 Meet scheduled commitments for applications development and support 90% of the time**  
Status : In Process

\*Last year's plan.



**Objective # 2** Continue to support and maintain the growing network infrastructure to help insure this goal is consistently attained. The funds required to meet this objective are part of the on-going expenses for ISD (under goal #3).

**Performance Measures**

**FY02 FY03 FY04**

- 1 The network will be fully operational and functional in a production mode over 99% of the time.**

Status : In Process

**Goal # 3** Identify and implement the most efficient, cost-effective and user-oriented methods for delivering services.

**Objective # 1** The objective will be to upgrade and maintain a department infrastructure (staffing, training, personal services, rent and equipment) while implementing the major systems of imaging, PERIS, and Internet services

**Performance Measures**

**FY02 FY03 FY04**

- 1 Hardware/software will be operational with current, supportable releases. Additional staff will be hired and all key staff will have acquired enough training to be proficient in the use of the updated products.**

Status : In Process

**Objective # 2** Upgrade and enhance our Internet web site to meet the on-line needs of our members, employers, staff, and vendors

**Performance Measures**

**FY02 FY03 FY04**

- 1 Members will be able to receive the newsletter on-line. They will also be able to submit LTD applications, service purchase applications, retirement applications and forfeiture applications on-line. This project will be accomplished by December 2002.**

Status : In Process

**Objective # 3** Thorough investigation and implementation of an imaging system to capture member documents, as well as institute new integrated work flow processes. This project includes all staffing (project management team), consulting, design, hardware, and software c

**Performance Measures**

**FY02 FY03 FY04**

- 1 This system will allow multiple users with the ability access the same member folder simultaneously, all member data will be backed up and stored off-site, and information will be integrated with PERIS.**

Status : In Process

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active		56		38,741	
Completed	611	1,371	51		
Total	611	1,427	51	38,741	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active		1		2	
Completed	1	3	1		
Total	1	4	1	2	

# Revenue, Arizona Department of

## Description

Pursuant to A.R.S. Title 42, the Department of Revenue (DOR) administers and enforces the collection of personal and corporate income, transaction privilege, withholding, luxury, and estate taxes. The Department administers state property tax laws through the 15 county assessors.

The performance measures selected as a cross-section of the agency's core activities are a sample which reinforce DOR's philosophy and values described below:

Customer Relations – We focus on quality customer service

Employee Relationship and Commitment – We operate as a TEAM!

Leadership – We are committed to developing our employees

Human Resources Development and Management – We provide a quality work environment

Process Improvements – We continually strive to improve

## IT Vision

Customer service through technology.

## IT Mission

To provide information technology services that support the strategic direction of the Agency and the State.

### Goal # 1 Improve IT workforce stability and workplace productivity.

**Objective # 1** Recruit and retain a quality IT workforce to minimize reliance on contractors and reduce our vacancy rate by 25%.

Performance Measures		FY02	FY03	FY04
1	Percent decrease in vacancy rate. Status : In Process	10	5	5

**Objective # 2** Bring the IT staff to the mid-point of the new IT Salary Pay Plan

Performance Measures		FY02	FY03	FY04
1	Number of IT staff paid at mid point of the new salary bands. Status : In Process	25	25	25

**Objective # 3** In support of the State's direction to consolidate the mainframe processing environment, seeking ways to consolidate DOR mainframe processing, to achieve reduced Stat processing costs and improved service levels for DOR and the taxpayers.

Performance Measures		FY02	FY03	FY04
1	Percent decrease in DOR's processing costs. Status : In Process	0	0	0
2	Percent of time on lines are available. Status : In Process	99	99	99
3	Percent of on time report delivery. Status : In Process	99	99	99

**Objective # 4** Design and implement a business recovery and continuity plan to fulfill statutory requirement ARS 41-3504 A 1(f). The result will be to minimize the impact of abnormal and unusual processing interruptions on day to day business. Both mainframe and LAN will be addressed.

Performance Measures		FY02	FY03	FY04
1	<b>Documented steps to follow in case of unusual processing interruptions.</b> Status : On Hold	5	10	20
2	<b>Minimized downtime when unusual processing interruptions occur.</b> Status : On Hold	25	50	75

**Objective # 5** Implement IRS requirements regarding detail reporting of user activity and management of global changes. Secure a software product that will accomplish the required reporting.

Performance Measures		FY02	FY03	FY04
1	<b>Purchase and installation of security reporting software.</b>  <b>Note: Possible BRITS deliverable, yet to be determined.</b> Status : In Process	0	0	0
2	<b>Adhere to IRS requirements regarding detail reporting of user activity and management of global changes.</b> Status : In Process	0	0	0

**Objective # 6** Refresh LAN/WAN System to enhance productivity.

Performance Measures		FY02	FY03	FY04
1	<b>Number of new hardware/software features used.</b>  <b>Note: We had requested funding to begin the refresh at the end of FY02, we should begin before FY04. Possible BRITS deliverable, yet to be determined.</b> Status : On Hold	0	0	0

**Objective # 7** Implement software to produce manpower loading charts.

Performance Measures		FY02	FY03	FY04
1	<b>Manpower loading methodology and software features used.</b> Status : Un-Funded	0	0	0

**Goal # 2** Implement E Government technology to provide accessible, efficient and effective services for both the taxpayers and external interfaces.

**Objective # 1** Web Filing (Business Tax)

Provide online vendors for Business taxpayers to choose from to make filing easier and to reduce the number of paper returns.

Note: Possible BRITS deliverable, yet to be determined.

Performance Measures		FY02	FY03	FY04
1	<b>Reduce the number of Business Tax forms filed via paper.</b> Status : On Hold	5	10	15

<b>2</b>	<b>Number of high ratings on a taxpayer satisfaction survey.</b>	5	10	15
	Status : On Hold			
<b>3</b>	<b>Number of Business Tax filers using Web Filing.</b>	5	10	15
	Status : On Hold			

**Objective # 2** Automated E Mail Distribution

Establishing an automated e-mail distribution to provide e-mail analysis and automated response capabilities, allowing an information center to respond promptly to ever-increasing e-mail loads without having to increase the number of agents at the same rate. Using natural language analysis and rules-based e-mail management technology, the system analyzes incoming messages and composes personalized answers that are either automatically dispatched or queued for agent consideration. Note: Possible BRITS deliverable, yet to be determined.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Prompt and accurate responses to an ever-increasing volume of taxpayer e-mails.</b>	0	0	0
	Status : On Hold			
<b>2</b>	<b>Percent increase in e-mail volume compared to the percent increase in the number of agents required to handle the e-mail.</b>	0	0	0
	Status : On Hold			

**Goal # 3** Leverage new technologies to provide quality taxpayer services that are accessible, efficient and effective.

**Objective # 1** To create an integrated tax system.

Channel/Processing Management - to make tax filing returns and fulfilling tax obligations as easy as possible and to effectively capture, store, use and provide needed tax information to the agency.

Customer Service/Relationship Management - to facilitate prompt customer registration, provide timely and accurate account maintenance and adjustments, respond effectively to customer inquiries and educate and assist taxpayers in fulfilling their tax obligations.

Compliance/Enforcement Management - to effectively capture and use information to assist in identifying non-filers and selecting taxpayers for audit and to use automation wherever possible to efficiently conduct audits and process cases through hearings and bankruptcies.

Many specific measurements will be developed for this objective as this project progresses, however, a sample of typical measurements is shown in the measurements section.

Benefit Sharing Contract shall be used as a funding option.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Percentage of BRITS phase I project actually completed.</b>	50	0	0
	Status : In Process			

<b>2</b>	<b>Percentage of BRITS over all (Phase I &amp; II) project on time, per established time table.</b>	100	0	0
	Status : In Process			

**Objective # 2** Implement Smart Cards / Data Encryption Package. This will enable auditors to provide taxpayers with up to date information while on site. In addition, this will support the Agency in contributing to the 15% State goal for telecommuters.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Ability of auditors to provide up to date information to taxpayers while on site.</b>	0	0	0
	Status : Un-Funded			
<b>2</b>	<b>Increase in percent of Agency staff who participate in telecommuting.</b>	0	0	0
	Status : Un-Funded			

**Objective # 3** Rewrite the Property System to achieve a 20% reduction in Property Tax Appeals, a 75% increase in productivity by eliminating redundant functions required to insure accurate data and management reports, a 50% increase in our ability to respond to user needs by leveraging current technology, a 50% increase in product quality due to increased accuracy in analysis and increased flexibility in the generation of an increase in revenue of up to \$150 - \$200 million to the school districts.  
Note: Funding for the Property rewrite may come from a payback mechanism negotiated with the counties.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Percent increase in productivity.</b>	0	0	0
	Status : On Hold			
<b>2</b>	<b>Increase in property tax revenue.</b>	0	0	0
	Status : On Hold			
<b>3</b>	<b>Percent reduction in property tax appeals.</b>	0	0	0
	Status : On Hold			
<b>4</b>	<b>Percent increase in accuracy of analysis.</b>	0	0	0
	Status : On Hold			

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active	1,134	690	546	617	
Completed	9,796	5,714	956	35,872	
Total	10,930	6,404	1,502	36,489	

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active	1	1	1	3	
Completed	8	8	2	12	
Total	9	9	3	15	

# School Facilities Board

## Description

Created by Laws 1998, Fifth Special Session, Chapter 1, the School Facilities Board consists of nine voting members appointed by the Governor; in addition, the Superintendent of Public Instruction serves as a non-voting member. The Board is charged with administration of three capital funds: a) Building Renewal, b) Deficiencies Corrections, and c) New School Facilities. In order to effectively evaluate the State's school capital needs, the Board maintains a facilities database consisting of information reported by each school district. By extrapolating the school district data, the Board provides funding for building renewal and the construction of new facilities. Through periodic inspections, the Board will ensure adherence to established adequacy guidelines. In order to assess the deficiency corrections requirement, a statewide assessment was conducted; the results of which will be used to create a funding plan designed to bring existing facilities to comply with State standards by June 30, 2003.

## IT Vision

Enhance our capabilities in the area of school district electronic data transmission and increase access to information through the SFB web site.

## IT Mission

Utilize technology to more efficiently collect data from school districts, perform data analyses and transmit information to school districts.

### Goal # 1 Enhance district electronic information transmission

#### Objective # 1 create additional district information areas on website.

##### Performance Measures

FY02 FY03 FY04

- 1 **Increase the ease of use of the website by school districts**  
Status : In Process
- 2 **Create specific district data areas containing amounts of project funding.**  
Status : In Process



## Secretary of State, Arizona

### Description

The Department of State was created by the Arizona Constitution and is headed by a publicly elected Secretary of State, who serves as Acting Governor in the absence of the Governor and succeeds the Governor should a vacancy occur. The Secretary of State is the keeper of the Great Seal of the State of Arizona. The Secretary of State's office receives and records various filings, including Uniform Commercial Code transactions, trademark and trade name registrations, limited partnership and limited liability partnership filings. The Secretary of State is also the "Chief State Election Officer" who administers election functions, including canvass and certification of statewide elections; and coordinates statewide voter registration as pursuant to National Voter Registration Act of 1993. The office is also responsible for registration of lobbyists and acceptance of periodic lobbyist filings and campaign finance filings; publishes all official acts of the State of Arizona including laws, the Arizona Administrative Code, and the Arizona Administrative Register; appoints notaries public; and applies apostilles to all international transactions. In accordance with A.R.S §§ 41-121 et seq.; 29-301 et seq.; 44-1271 et seq.; 44-1441 et seq.; 44-6551 et seq.; 47-9401 et seq.; 41-311 et seq.; 41-1001 et seq.; 16-101 et seq.; 19-101 et seq.; 38-541 et seq.; 41-1231 et seq.; 16-142 et seq.; and 16-112 et seq.

### IT Vision

Government exists to regulate the interactions within society. It defines the population, boundaries, and agenda of the society. Technology does not replace the role of government, it merely aids in the function of government. Until relatively recently, the technology of society had been based on paper. Consequently, the function of government has been based on paper, sometimes referred to as red-tape. E-government is the freedom from physical limitations of society. It allows processes to exist electronically, outside of the physical limitations and therefore they can be more efficient and empowering.

The vision for this agency will be measured by the technology it employs to achieve its function. Its function will not change, but the utilization of its resources, technology and human resources alike, will change significantly. The role of the worker will be more oversight and assistance to the processes built with the technology. Rather than human processing, the function becomes human management of technology enhanced processing. Yet removing the red-tape by building electronic processes does not relinquish the requirement of disclosure of government's actions. Again, this is where technology assists the agency in operation by providing those inspections of process and audits of function as a by-product of the technologically driven process. This in itself is an improvement over the re-constructing of paper trails to show audit performance, even more so when considering this should be achievable in real-time.

The end result is a society operating within the parameters of the technologically driven processes with agency workers administering the processes. The outcome is equal treatment within the society, and the benefit is higher quality service, and attention to society interaction, when needed. This office's vision is e-government.

### IT Mission

To assist with the development and implementation of a comprehensive enterprise plan that supports the efficient and effective use of automation, equipment and systems for the collection, entry, storage, retrieval and interpretation of public information throughout the office of the secretary of state.

**Goal # 1** Initiate cross governmental communication with deployment and pilot projects using electronic signatures.

**Objective # 1** Facilitate information flow between Motor Vehicle Department and Counties using open standard specification and electronic signatures for voter information.

Performance Measures		FY02	FY03	FY04
0	Counties receiving information completely electronic for complete integration Status : In Process	3	7	11
2	Ration of on-line registrations to paper registrations processed at Secretary of State. Status : In Process	30	60	80

**Objective # 2** Provide open framework for filing of Inter-governmental agreements with Secretary of State using electronic signatures.

Performance Measures		FY02	FY03	FY04
1	Number of Agencies filing inter-governmental agreements electronically. Status : Un-Funded	2	5	10

**Objective # 3** Develop lobbyist on-line using xml and digital signatures for filing of expenditure reports.

Performance Measures		FY02	FY03	FY04
1	Percent of expenditure filings received electronically versus paper. Status : Complete	30	45	65

**Goal # 2** Integrate mandated filings or registrations into existing systems within three month project time lines.

**Objective # 1** Organize creation process around documented environment to facilitate ease of implementation

Performance Measures		FY02	FY03	FY04
1	Determine which modeling process fits this environment correctly. Status : Complete	0	1	0

**Objective # 2** Provide open framework and processing logic for document management system for potentially new mandated record series.

Performance Measures		FY02	FY03	FY04
1	Percent of newly mandated filings accommodated within time frame of 90 days. Status : Complete		50	90

90

**Goal # 3** Expand imaging processing to incorporate 90% of record series in agency for public availability.

**Objective # 1** Intergovernmental Agreements

Performance Measures		FY02	FY03	FY04
1	Percent of filings received electronically Status : Un-Funded	0	10	30

**Objective # 2** Chaptered Laws

Performance Measures		FY02	FY03	FY04
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<b>0</b>	<b>Percent of reduction in paper re-production by Secretary of State publications department for chaptered laws.</b>	<b>5</b>	<b>10</b>	<b>15</b>
	Status : On Hold			

**Objective # 3** Lobbyist Expenditure Filings

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Ratio of electronic filings received versus paper.</b>	<b>30</b>	<b>45</b>	<b>60</b>
	Status : In Process			

**Goal # 4** Implement agency wide customer support knowledge base to facilitate self-service government.

**Objective # 1** Prototype knowledge base using Campaign Finance Software / Finance questions.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of questions and answers in knowledge base</b>	<b>100</b>	<b>200</b>	<b>300</b>
	Status : In Process			
<b>2</b>	<b>Percent of reduction in telephone support provided by office personnel</b>	<b>25</b>	<b>30</b>	<b>40</b>
	Status : In Process			

**Goal # 5** Create specifications that are open standard for other government entities to incorporate into their electronic records management.

**Objective # 1** Uniform Commercial code filing specifications

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Percent of filings that are electronic versus paper</b>	<b>15</b>	<b>30</b>	<b>60</b>
	Status : In Process			

**Objective # 2** Electronic record series specification for maintaining record series beyond 5 years.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Adoption of pure electronic record series for short to mid term retention cycles</b>	<b>0</b>	<b>1</b>	<b>0</b>
	Status : Un-Funded			

**Goal # 6** Provide timely validation of accuracy of recorded information and cross referenced information using dual audit and public key infrastructure architecture.

**Objective # 1** Creation of SOAP interface and PKI validity checker for documents stored in document management system.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Migration of encryption technology for first electronic record series completed without manual intervention or loss of data.</b>	<b>0</b>	<b>0</b>	<b>1</b>
	Status : In Process			

**Goal # 7** Provide 'technology guided tools' to managers to facilitate their participation in meeting public demands for information and access.

**Objective # 1** Customer Relationship management integrated into office registration recordings for efficiency within agency.

Performance Measures		FY02	FY03	FY04
1	Percent of information stored in CRM rather than scratch pads Status : In Process	50	80	98

**Objective # 2** Create dynamic content on web site by creating agency generic web applications that are easily tailored by division managers.

Performance Measures		FY02	FY03	FY04
1	Percent of divisions populating their portion of generic interface without assistance from IT. Status : In Process	15	30	60
2	Percent of dynamic material produced for web site relative to page views. Status : In Process	0	3	10

## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed	155				
Total	155				

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed	1				
Total	1				

# Tax Appeals Board, Arizona

## Description

The State Board of Tax Appeals hears and decides appeals filed by taxpayers and Arizona municipalities concerning income, transaction privilege, use, luxury, and estate taxes.

## IT Vision

To replace current IT equipment at the proper time to ensure that the tax appeals continue to be processed in the most effective and efficient manner.

## IT Mission

To process as effectively and efficiently the tax appeals before the board using IT equipment in the most cost effective manner.

**Goal # 1** To replace or upgrade IT equipment to ensure that tax appeals are processed expeditiously to prevent any delays in the appeals process.

**Objective # 1** To replace or upgrade current IT equipment in FY 2003-2004 by seeking necessary appropriations to process tax appeals expeditiously.

### Performance Measures

**FY02    FY03    FY04**

- 1    Obtain necessary funding for FY2002 to replace two personal computers, printers, and related software to process tax appeals expeditiously.**  
Status :   In Process

# Technical Registration, Arizona Board of

## Description

The agency's duties are to screen applicants; adopt and administer qualifying examinations as needed to determine whether minimum standards for registration or certification have been satisfied; to enforce professional practice standards for registrants and certificate holders; and to enforce statutes relating to unlicensed practice.

## IT Vision

The Agency's licensing application is in the process of being reengineered. The reengineering effort will include integrating the Enforcement application as well as improving public access to registration information. The Agency is interested in participating in any statewide common licensing application approach that can be implemented.

The Agency will continue to develop its WWW Home Page and Internet interface. The goal is to facilitate the transfer of information so that public information can be accessed via the Home Page and the Agency can receive applicant/renewal information via the Web.

## IT Mission

Maintain and continue to improve Agency network and desktop equipment, office automation and program management application software in support of the Agency Mission. The Agency Mission is to provide for the safety, health and welfare of the public through promulgation and enforcement of standards of qualification for individuals licensed and seeking licenses pursuant to laws governing the practice of architecture, assaying, engineering, geology, home inspection, landscape architecture and land surveying.

**Goal # 1** To provide a more efficient interface for the exchange of information with the public and other regulatory entities.

**Objective # 1** To add greater functionality to our Web site by allowing a searchable database showing firms registered in Arizona.

Performance Measures		FY02	FY03	FY04
1	100% of registered firms will be searchable from BTR Web site by July 1, 2002 Status : In Process	1	0	0

**Goal # 2** To meet new Agency responsibilities through automation.

**Objective # 1** To add access to registrant disciplinary information to the web site, enabling members of the public and other states' registration boards to verify registration and discipline history without having to contact board staff.

Performance Measures		FY02	FY03	FY04
1	Decide on feasibility FY 2002 Status : In Process	1	0	0

**Objective # 2** To automate the reporting of time frame measurements with regard to registration/licensing processes.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Auto time frame reporting feature integrated into application software by FY2002 and a new reporting system by FY2002</b>	1	0	0
Status : In Process				

**Objective # 3** To appropriately regulate Certified Home Inspectors

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>100% of certified home inspectors, and home inspection firms will be searchable from web site by 07/01/02 (measured by percent)</b>	100	100	100
Status : In Process				

**Goal # 3** To maintain an Agency telecommuting policy.

**Objective # 1** To expand the Agency Telecommuting Program.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>To expand access to the firm's network to authorized employees from remote locations by 07/01/2002</b>	1	0	0
Status : In Process				

## Projects

### Project Cost by Year and Status Code (000's)

	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
<b>Active</b>					
<b>Completed</b>	47				
<b>Total</b>	47				

### Number of Projects by Year and Status Code

	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
<b>Active</b>					
<b>Completed</b>	1				
<b>Total</b>	1				

# Tourism Office, Arizona

## Description

The Office of Tourism (AOT) employs a marketing and customer-service orientation in performing its statutory duties as follows: planning and developing a comprehensive national and international marketing plan that includes advertising campaigns; travel sales and marketing programs; media and public communications; promoting and developing tourism-related business in Arizona; undertaking research to guide tourism development plans for the state and to establish the Office as a central clearinghouse for tourism-related data; and providing information and assistance as needed by citizens, business enterprises, industry organizations, and governmental agencies on matters related to the mission of the Office.

## IT Vision

To employ information management systems to enhance staff communications, employee productivity job satisfaction, and AOT's ability to communicate with constituents and the general public.

## IT Mission

To provide effective support of all Arizona Office of Tourism (AOT) functions through development and maintenance of comprehensive and innovative management information systems.

**Goal # 1** Increase the ability of AOT to disseminate information to the traveling public, constituents, and Arizona residents.

**Objective # 1** Work with partner organizations to help increase the ability of the staff to access information to aid in business to business decisions.

Performance Measures		FY02	FY03	FY04
1	<b>Constituent satisfaction with the AOT extranet website (scale of 1-5, 5=extremely satisfied).</b> Status : In Process	3	3	4

**Objective # 3** Create and maintain a consumer website to supplement AOT's advertising, public relations, and travel industry marketing efforts.

Performance Measures		FY02	FY03	FY04
1	<b>Consumer and constituent satisfaction with <a href="http://www.arizonaguide.com">www.arizonaguide.com</a> (scale of 1-5, 5=extremely satisfied).</b> Status : In Process	3	3	4

**Goal # 2** Utilize new technologies to automate office functions to help increase staff productivity and to improve agency transaction tracking to ensure accuracy in posting to AFIS.

**Objective # 1** Maintain and enhance an internal database that will track AOT expenditures and enable the staff to reconcile to the AFIS system on a monthly basis.

Performance Measures		FY02	FY03	FY04
1	<b>Age (in days) of data represented in financial reports provided to directors.</b> Status : In Process	5	2	0
2	<b>Average number of days from receipt of an invoice to vendor payment.</b> Status : In Process	15	10	10



**Objective # 2** Create custom applications to automate internal procedures.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of procedures being handled by custom applications.</b> Status : In Process	3	5	7
<b>2</b>	<b>AOT staff satisfaction with current custom applications (scale of 1-5, 5=extremely satisfied).</b> Status : In Process	3	4	4

**Objective # 3** Increase the ability for staff to utilize network resources while out of the office.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Percentage of time network resources are available to staff from outside the office during normal business hours.</b> Status : In Process	80	95	95

# Transportation, Arizona Department of

## Description

The Arizona Department of Transportation was established in July, 1974. It is the State agency charged with planning, developing, maintaining, and operating facilities for the efficient movement of people and products by surface and air throughout Arizona. The Department is also the statewide agency that registers motor vehicles and aircraft, licenses drivers, collects revenues, and investigates new transportation systems. It serves its customer base through geographically dispersed facilities. Most administrative activities are housed in the headquarters facilities in Phoenix. Field activities include ten district offices that oversee roadway construction and maintenance, twenty-two ports of entry that check commercial vehicles for compliance with size and weight laws, and sixty seven Motor Vehicle Division Field Offices that provide title and registration and driver license services.

## IT Vision

Technology leaders driving business transformation.

### Supporting Vision Statements

1. Leadership provides clear direction for the program and an opportunity for all to participate in the decision-making process. Decisions are based on facts using objective measurements.
2. Customers are consistently provided with quality products and services.
3. Employees enjoy their work and are valued, trusted, appreciated and supported. Successes are celebrated to communicate that individual achievement contributes to the realization of agency goals and objectives.
4. Training, education and workforce development are among our top priorities.
5. Pay reflects performance and contribution and is competitive with industry.
6. Innovation and use of technology is appropriate for the business needs.
7. Adequate funding for IT needs is obtained in partnership with the business areas.

## IT Mission

To provide optimum information and technology solutions supporting quality transportation products and services for Arizona citizens.

**Goal # 1** To establish optimum security measures to protect our information assets. (Security)

**Objective # 1** Establish and implement a formal security program by the end of FY 2003.

### Performance Measures

- 1 Percentage of plan completed.**  
Status : In Process

FY02	FY03	FY04
75	100	100

<b>2</b>	<b>Number of computer intrusions reported.</b>	0	0	0
	Status : In Process			

**Goal # 2** To develop and maintain the information technology infrastructure by improving policies, processes, operations and the infrastructure. (Infrastructure)

**Objective # 1** Maintain mainframe availability at 99.9% through the end of FY 2006.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Percentage of time the mainframe is available.</b>	100	100	100
	Status : In Process			

**Objective # 2** Attain a ratio of 80 personal computers (PCs) per technician by the end of the first quarter of FY 2006. (Recognized industry standard is 80:1)

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Ratio of PCs per technician.</b>	104	105	91
	Status : In Process			

**Objective # 3** Replace all outdated PC's and servers by the end of FY 2002 and continue with a 4-year refresh cycle thereafter. (Technology Refresh Program)

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Percentage of PC's replaced per cycle</b>	100	25	50
	Status : In Process			
<b>2</b>	<b>Percentage of servers replaced per cycle.</b>	100	25	50
	Status : In Process			

**Objective # 4** Increase the number of calls resolved by the ADOT Support Desk by 1% per fiscal year. (Point-of-call resolution)

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Percentage of ADOT Support Desk calls resolved without making an assignment.</b>	59	60	61
	Status : In Process			

**Objective # 5** Achieve and maintain an average customer service delivery rating of 4.7 through the end of FY 2006. (Scale is 1-5; 5 is the highest rating)

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Average customer service delivery rating.</b>	4	4	5
	(NOTE to GITA: The targets are 4.4, 4.5, 4.6 & system would only accept whole numbers--it's rounding my entries)			
	Status : In Process			

**Objective # 6** Increase the number of IT projects delivered on time and within budget to 90% by the end of FY 2006.

Performance Measures		FY02	FY03	FY04
<b>1</b>	<b>Percent of IT projects completed on time.</b>	60	70	80
	Status : In Process			
<b>2</b>	<b>Percent of IT projects completed within budget.</b>	60	70	80
	Status : In Process			

**Objective # 7** Achieve Level 3 of the Software Capability Maturity Model (SW-CMM) by the end of FY 2006.

Performance Measures		FY02	FY03	FY04
1	Level number achieved. Status : In Process	1	2	2

**Goal # 3** To recruit, develop and retain a high performing, successful workforce by providing ITG employees with the appropriate support, tools, training and work environment. (Resource Development)

**Objective # 1** Increase the percentage of supervisory employees completing all mandatory ADOT training courses to 100% by the end of FY 2006. (Note: New supervisors have 1 year to complete.)

Performance Measures		FY02	FY03	FY04
1	Percentage of supervisory employees completing mandatory ADOT training. Status : In Process	45	60	75

**Objective # 2** Increase the percentage of non-supervisory employees completing mandatory ADOT training courses to 100% by end of FY 2006. (Note: New employees have 2 years to complete.)

Performance Measures		FY02	FY03	FY04
1	Percentage of non-supervisory employees completing mandatory ADOT training. Status : In Process	55	65	75

**Objective # 3** Increase and maintain the percentage of assessed job classification competencies required for employees to perform appropriately to 100% through end of FY 2006.

Performance Measures		FY02	FY03	FY04
1	Percentage of assessed job classification competencies. Status : In Process	50	75	100

**Objective # 4** Increase the percentage of employees gaining all required competencies to 100% by the end of FY 2006.

Performance Measures		FY02	FY03	FY04
1	Percentage of employees that have gained all competencies. Status : In Process	0	25	50

**Goal # 4** To increase the use of electronic service delivery. (e-Government)

**Objective # 1** Increase the number of Internet transactions offered by 1 transaction per year through the end of FY 2006.

Performance Measures		FY02	FY03	FY04
1	Total Internet transactions offered. Status : In Process	7	8	9

**Goal # 5** To improve the delivery of information utilized for decision making. (Data Management)

**Objective # 1** Implement a Graphical Information System (GIS) Infrastructure solution by the end of FY 2006.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Percentage of plan completed.</b>	25	45	50
Status : In Process				

**Objective # 2** Implement an agency-wide Data Management solution by the end of FY 2006.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Percentage of plan completed.</b>	30	50	60
Status : In Process				

**Objective # 3** Implement an agency-wide Document Management/Imaging System solution by the end of FY 2006.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Percentage of plan completed.</b>	25	40	50
Status : In Process				

## Projects

### Project Cost by Year and Status Code (000's)

	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
<b>Active</b>	37,121	10,103	2,608	11,205	556
<b>Completed</b>	12,539	26,874	5,592	42	1,442
<b>Total</b>	<b>49,660</b>	<b>36,977</b>	<b>8,200</b>	<b>11,247</b>	<b>1,998</b>

### Number of Projects by Year and Status Code

	<b>1998</b>	<b>1999</b>	<b>2000</b>	<b>2001</b>	<b>2002</b>
<b>Active</b>	1	7	4	8	2
<b>Completed</b>	5	17	7	2	1
<b>Total</b>	<b>6</b>	<b>24</b>	<b>11</b>	<b>10</b>	<b>3</b>

# Treasurer, Arizona State

## Description

The primary responsibilities of the elected State Treasurer are to receive and keep custody over all monies belonging to the state that are not required to be kept by some other entity; to pay warrants of the Department of Administration; and to keep an account of all monies received and disbursed. The Office also invests state monies and operates the local government investment pool (LGIP) for public entities throughout the state.

## IT Vision

The Information Systems division will provide timely support to our office's personnel utilizing technology that is flexible, robust and compliant with Industry standards.

## IT Mission

To ensure that all Office functions and operations remain responsive to the changing needs of our depositors and investors through the effective utilization of advancing technologies and procedures.

- Goal # 1** Enhance Documentation.  
Comprehensive documentation is essential to maintain current support levels in the case of turnover in key IT staff.

- Objective # 1** Create written procedures for network hardware/user management.

Performance Measures		FY02	FY03	FY04
1	Number of procedures documented	25	30	30
Status : In Process				

- Objective # 2** Standardize documentation of custom-developed systems and implement version controls

Performance Measures		FY02	FY03	FY04
1	Number of systems properly documented.	10	16	17
Status : In Process				

- Goal # 2** Enhance off-site accessibility of key functionality while maintaining current security levels.

- Objective # 1** Install remote Internet access to e-mail and a limited amount of key data and applications.

Performance Measures		FY02	FY03	FY04
1	Number of users who have capability of remote access / telecommuting.	2	5	10
Status : In Process				

- Goal # 3** Promote user autonomy and office efficiency.  
Review custom-developed systems and modify as necessary to provide greatest possible user control of data and reporting capabilities.

- Objective # 1** Modify systems to allow users to complete problem resolution for common mistakes and issues with minimal IT personnel involvement.

**Performance Measures**

- 1 Number of corrections made by IT staff per month.  
Status : In Process

FY02	FY03	FY04
15	10	5

**Goal # 4** Enhance publics access to information via electronic means.

**Objective # 1** Expand information available on website to include operational statistics and information

**Performance Measures**

- 1 Number of monthly statistics available on the website.  
Status : In Process

FY02	FY03	FY04
5	10	15

**Projects****Project Cost by Year and Status Code (000's)**

	1998	1999	2000	2001	2002
Active				35	
Completed		163			
Total		163		35	

**Number of Projects by Year and Status Code**

	1998	1999	2000	2001	2002
Active				1	
Completed		1			
Total		1		1	

# Veterans' Service Commission, Arizona

## Description

The Arizona Department of Veterans' Services (ADVS) assists veterans, their dependents, and/or survivors in developing and filing claims for Federal entitlements in areas of disability, pension, insurance, burial, etc. through the U.S. Department of Veterans Affairs. The ADVS also provides fiduciary services to incapacitated veterans, surviving spouses, or minor children. In addition, the ADVS operates the Arizona State Veteran Home, a 200-bed skilled nursing facility, to provide long-term care services to veterans and their spouses. The ADVS is designated as the "State Approving Agency," and is responsible for approving and supervising all institutions and establishments in Arizona that offer education and training to veterans. The agency is also establishing a state veterans' cemetery adjacent to Ft. Huachuca in southern Arizona targeted to open in the fall of 2002.

## IT Vision

To deliver the highest quality IT services to internal and external customers through: (1) ease of access; (2) prompt delivery of services; and (3) effective use of evolving technology.

## IT Mission

To ensure that the Arizona Department of Veterans' Services receives all the benefits of high quality IT support services. The IT Department delivers services to internal customers, the general public and qualified outside organizations.

**Goal # 1** Manage Information Technology effectively to connect the divisions within ADVS and promote reliable communication.

**Objective # 1** Coordinate IT planning with both the agency-wide strategic plan and the budget process; the purpose is to ensure IT investments result in reaching Agency goals.

Performance Measures		FY02	FY03	FY04
1	Ensure the IT Department is an integral part of both the agency-wide strategic plan and the budget process by fiscal year 2001. Status : Complete	0	0	0

**Objective # 2** Upgrade the Fiduciary Division's CompuTrust program to a Windows NT version.

Performance Measures		FY02	FY03	FY04
1	Complete the Windows NT conversion by Jan 2001. Status : Complete	0	0	0

**Objective # 3** Connect VSD to the Benefit Delivery Network operated and maintained by the US Dept. of Veteran Affairs.

Performance Measures		FY02	FY03	FY04
1	Install all new equipment and connect VSD to the VBA access system by Jan 2001. Status : Complete	0	0	0

**Objective # 4** To connect all offices within ADVS to provide interagency e-mail and share files.

Performance Measures		FY02	FY03	FY04
----------------------	--	------	------	------



- |   |   |   |   |   |
|---|---|---|---|---|
| 1 | <b>Complete infrastructure installation by fiscal year 2001 and upgrade connectivity in the year 2002.</b><br>Status : In Process | 1 | 0 | 0 |
|---|---|---|---|---|

**Goal # 2** Update the Agency's Infrastructure and Systems to ensure fast, reliable network communications.

- Objective # 1** Upgrade the coax cabling at Fiduciary/ASVH connecting the Ethernet Hubs to 100 MBPS.

Performance Measures		FY02	FY03	FY04
1	<b>Install all CAT5 network cabling by the end of fiscal year 2001</b> Status : Complete	0	0	0

- Objective # 2** Install and configure Fiduciary's new 3Com Ethernet switches.

Performance Measures		FY02	FY03	FY04
1	<b>Install all 3Com Ethernet switches in the Fiduciary department by the end of fiscal year 2001.</b> Status : Complete	0	0	0

- Objective # 3** Purchase an ADL medical server at ASVH to operate a Win NT version. ADL recommends that we employ a server with 2 processors.

Performance Measures		FY02	FY03	FY04
1	<b>Purchase and install new ADL server by the end of fiscal year 2001.</b> Status : Complete	0	0	0

- Objective # 4** Upgrade the Central office connections on the 9th floor.

Performance Measures		FY02	FY03	FY04
1	<b>Have a T-1 line installed by the end of calendar year 2000.</b> Status : Complete	0	0	0

- Objective # 5** Upgrade the VSD office connections on the 4th floor.

Performance Measures		FY02	FY03	FY04
1	<b>Have a T-1 line installed by the end of calendar year 2000.</b> Status : Complete	0	0	0

**Goal # 4** Standardize ADVS Information Technology (IT) software to ensure replacement product availability and cut down on costs.

- Objective # 1** Upgrade all ADVS workstations to a minimum hardware configuration that is Y2K compliant and compatible with VA requirements.

Performance Measures		FY02	FY03	FY04
1	<b>Have all new Compaq iPAQ replacement systems configured and deployed by the end of calendar year 2000.</b> Status : Complete	0	0	0

- Objective # 2** Upgrade agency's laptops with models that are Y2K compliant.

**Performance Measures**

- 1 Have 7 new laptops purchased and deployed by the end of fiscal year 2002. Purchase and deploy remaining 6 laptops in fiscal year 2003.  
Status : Un-Funded

FY02	FY03	FY04
1	1	0

**Objective # 3** Implement software standards for use throughout the agency.

**Performance Measures**

- 1 Upgrade the State Veterans Home users and the outlying offices to Office XP 2002. Upgrade the agency's computers to Windows 2000 by the end of fiscal year 2002.  
Status : In Process

FY02	FY03	FY04
1	0	0

**Goal # 5** Minimize downtime for computer users ensuring constant productivity.

**Objective # 1** Maintain adequate IT inventory to prevent work stoppages. A supply of hardware and software items need to be kept on hand to deal with emergency requests and to minimize work stoppage.

**Performance Measures**

- 1 Bring current PC replacement/configuration times down from 4 days to a maximum of 24 hours by the end of fiscal year 2001.  
Status : Complete

FY02	FY03	FY04
0	0	0

**Goal # 6** Provide IT services by properly trained, permanent status IT staff.

**Objective # 1** Shift from the current practice of hiring interns for the IT staff.

**Performance Measures**

- 1 Have 2 new FTE's hired by the end of fiscal year 2002.  
Status : Un-Funded

FY02	FY03	FY04
1	0	0

**Objective # 2** Provide training to IT staff allowing them to be proficient in the major hardware and software applications in use by ADVS.

**Performance Measures**

- 1 Have all IT personnel trained on all software utilized within the agency by the end of fiscal year 2002.  
Status : In Process

FY02	FY03	FY04
1	0	0

**Goal # 7** Design a Minimum Level of IT Competency Program to ensure all ADVS personnel are able to utilize the technology necessary to perform their job function.

**Objective # 1** Screen applicants closely for ADVS positions that require the use of computers to ensure that persons possess necessary computer skills.

**Performance Measures**

- 1 Ensure that all new personnel hired within the agency have the minimum PC skills needed to perform their job function by the end of fiscal year 2001. Have the IT Manager sit in on all relevant personnel hiring boards.  
Status : Complete

FY02	FY03	FY04
0	0	0

**Objective # 2**    Develop a Training Program to address basic IT deficiencies.

**Performance Measures**

- 1    **Have a classroom and curriculum established to provide constant training by the end of fiscal year 2002.**

Status :    In Process

<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
1	0	0

# Veterinary Medical Examiners Board, Arizona

## Description

The examination and licensing of veterinarians is conducted on a monthly basis. Veterinary technicians are tested and certified semi-annually. Premises are inspected for licensing as applications are received. Complaints are docketed as received and are reviewed at the investigative committee monthly meetings followed by reporting of said complaints at monthly Board meetings. Investigations are conducted as to the illegal practice of veterinary medicine by unlicensed practitioners, and for alleged infractions of the Veterinary Practice Act by a licensed veterinarian. The Board also administratively adjudicates complaints through an informal interview process or formal hearing.

## IT Vision

The agency will expand its present data base to allow for additional fields of data that would assure the public and other state agencies of current and complete information. The agency also plans to install an investigative tracking application; to have a website developed, maintained, and hosted at the Department of Administration, Information Services Division, Arizona Telecommunications Services; and to convert to Access because Paradox is now obsolete.

## IT Mission

It is the mission of the Veterinary Board to enhance its information technology applications in order to ensure that the licensing of qualified veterinarians and the tracking of complaints meet the criteria necessary for the protection of the public and the welfare of animals.

**Goal # 1** Develop investigative tracking system to include new application for use by investigative division.

**Objective # 1** Provide for consumer protection

### Performance Measures

- |   |  |      |      |      |
|---|--|------|------|------|
| 1 | FY 2001: 105 investigative cases brought before Investigative Committee. All cases were counted on a manual basis, such as docketing, recording hearings, and Board presentations. | FY02 | FY03 | FY04 |
|   | Status : In Process  | 0    | 0    | 0    |

**Goal # 2** Training of staff on new software with outside consultants.

**Objective # 1** Productivity

### Performance Measures

- |   |   |      |      |      |
|---|---|------|------|------|
| 1 | Current data base on Paradox. For FY 2004, data base will be converted to Access. | FY02 | FY03 | FY04 |
|   | Status : In Process   | 0    | 0    | 1    |



# Water Resources, Arizona Department of

## Description

The Department of Water Resources (DWR) was established in 1980 to administer all State water laws except those laws relating to water quality. Primary responsibilities include implementing the Groundwater Code, supporting the adjudication of water rights, ensuring safety of dams, flood management, implementing surface water law, surveying water resources statewide, and assessing water quality in conjunction with the Department of Environmental Quality.

## IT Vision

In fulfilling our responsibility to the Agency, the Information Technology Division will continue to provide, maintain, and support a technologically advanced and stable desktop and network environment, and innovative enterprise applications developed in partnership with the business areas. With the proper use of technology we will work to streamline and automate business processes, provide the tools necessary for staff to be more productive, and support our customers by providing solutions consistent with our business goals.

## IT Mission

Furnish the network infrastructure, technical assistance and application development services that will provide our customers with the information required to make decisions and manage programs.

**Goal # 1** To provide the agency with a technological vision anchored in proven and cost effective technology allowing us to rapidly adapt to changing business requirements to benefit staff and the public.

**Objective # 1** During FY2002, FY2003, and FY2004, the agency will improve operations through the intelligent use of technology.

Performance Measures		FY02	FY03	FY04
1	Percentage of upgrade projects, requiring a PIJ, successfully completed according to plan. Status : In Process	95	98	100
2	Overall percentage of upgrade projects satisfactorily completed on time and within budget. Status : In Process	90	92	94

**Goal # 2** To provide a stable and secure network and desktop computing environment, reliable telecommunication services and technical support on all Agency hardware and software used by our customers.

**Objective # 1** During FY2002, FY2003, and FY2004, DWR will upgrade and/or replace the SUN and Novell network servers.

Performance Measures		FY02	FY03	FY04
1	Percentage of servers replaced annually. Status : In Process	20	22	25

<b>2</b>	<b>Percentage of Help Desk calls related to the network hardware and/or software satisfactorily resolved within customer expectations.</b> Status : In Process	90	95	98
<b>3</b>	<b>Average number of minutes per month that customers cannot access the office network because the system was not functioning properly, with the exception of routine and/or scheduled maintenance.</b> Status : In Process	90	60	45
<b>4</b>	<b>Percentage of network problem remediation that can be handled by in-house staff without outside support required.</b> Status : In Process	90	95	98

**Objective # 2** During FY2002, FY2003, and FY2004, DWR will provide replacements of personal computers to ensure the agency stays technologically current.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Average percentage of computers replaced per year.</b> Status : In Process	28	30	33
<b>2</b>	<b>Average percentage of desktops requiring at least one service call because of a hardware or software malfunction.</b> Status : In Process	30	25	20

**Objective # 3** During FY2002, FY2003, and FY2004, DWR will upgrade telephony and communications hardware and software to current level of release.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Needed</b> Status : In Process	1	1	1

**Objective # 4** During FY2002, FY2003, and FY2004, the agency will provide training for ITD staff in application development, network support, web site development, and imaging.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Number of classes IT staff attend each year. (Set baseline in FY2002)</b> Status : In Process	1	0	0
<b>2</b>	<b>Number of help desk calls opened/closed. (Set baseline in FY2002)</b> Status : In Process	1	0	0

**Goal # 3** To develop business database systems and applications capable of collecting, organizing, maintaining and displaying the data required to meet the needs of the Agency and its constituents.

**Objective # 1** During FY2002, FY2003, and FY2004, the agency will maintain database and client/server applications at current level of release of the database and add enhancements as required by changes in business processes.

<b>Performance Measures</b>		<b>FY02</b>	<b>FY03</b>	<b>FY04</b>
<b>1</b>	<b>Average length of time it takes for DWR to upgrade once an upgrade is available. (Set baseline in FY2002)</b> Status : In Process	1	0	0
<b>2</b>	<b>Average number of minutes per month that Oracle database is unavailable because it is not functioning properly. (Set baseline in FY2002)</b> Status : In Process	1	0	0

**Objective # 2** During FY2002, FY2003, and FY2004, the agency will perform functional enhancements to systems based on needs identified and requested by the users.

Performance Measures		FY02	FY03	FY04
1	Percentage of application development projects successfully completed on time and within budget. Status : In Process	94	96	98

**Objective # 3** During FY2002, the agency will implement a pilot program to have its systems available across both wired and wireless networks.

Performance Measures		FY02	FY03	FY04
1	Percent implementation complete. Status : In Process	100	0	0

**Goal # 4** To provide superior customer service to agency staff and the public in supporting technology.

**Objective # 1** During FY2002, FY2003, and FY2004, the agency will improve its support of technology.

Performance Measures		FY02	FY03	FY04
1	Improve reporting to customers by allowing our customer to enter their own problem reports and check the status of their report online. Status : In Process	88	92	96
2	Percentage of customer support calls successfully closed in four hours or less. Status : In Process	87	90	95



## Projects

### Project Cost by Year and Status Code (000's)

	1998	1999	2000	2001	2002
Active					
Completed	225	1,195	466		
Total	225	1,195	466		

### Number of Projects by Year and Status Code

	1998	1999	2000	2001	2002
Active					
Completed	1	2	3		
Total	1	2	3		

# Weights and Measures, Arizona Department of

## Description

The Department of Weights and Measures ensures that commercial devices used for the sale or use of items by weight or measure are correct and accurate for their intended use; houses and maintains the state's primary standards; prevents unfair dealing by weight or measure in commodities sold and purchased in this state; ensures proper labeling of products sold by weight or measure; ensures pricing of all commodities is in conformance with state law and rules; and licenses weighmasters and registered service agencies and their employees who are responsible for weight certification and calibration of devices in the marketplace. The Department also regulates two petroleum-related environmental programs: Oxygenated Fuel and Vapor Recovery. The major stakeholders of the agency are all people who buy, sell, service, or receive items, commodities, or services by weight, measure, or count within Arizona.

## IT Vision

IT objectives will be achieved through the implementation of IT tools and an effective service program, contributing to high voluntary compliance, an outstanding department reputation and satisfied customers.

## IT Mission

We support the department's mission by providing creative and effective IT solutions while ensuring data and system integrity.

### Goal # 1 Provide exceptional customer service

**Objective # 1** All public records requests are processed within two (2) working days.

Performance Measures		FY02	FY03	FY04
1	Turnaround time for public records requests Status : In Process	2	2	2

**Objective # 2** Provides a web site that meets customer needs

Performance Measures		FY02	FY03	FY04
1	Customer satisfaction score. Status : In Process	9	10	10
2	Hit rate for website applications. Status : In Process	15,000	20,000	25,000

**Objective # 3** Provides a level of customer service delivery that achieves an astonishment level at least 10% of the time for the phone, fax, data communication, network and security systems as well as software development.

Performance Measures		FY02	FY03	FY04
1	Customer satisfaction survey scores Status : In Process	9	10	10

### Goal # 2 Department strategic visions and solutions include the best technology options.

**Objective # 1** Effective solutions are provided within the timeframe needed.

Performance Measures		FY02	FY03	FY04
1	Percent (%) of projects completed on time. Status : In Process	95	95	95

**Objective # 2** The technology vision and strategic plan will be submitted to management no later than June 1 of each fiscal year, with quarterly requests for resources and training.

Performance Measures		FY02	FY03	FY04
1	Percent (%) of deadlines are met. Status : In Process	95	95	95

**Goal # 3** Increase data reliability

**Objective # 1** Database and data entry design as well as data reconciliation will be considered for each application to minimize error rates.

Performance Measures		FY02	FY03	FY04
1	Percent (%) of data errors Status : In Process	98	98	98

**Goal # 4** Increase system performance and integrity

**Objective # 1** Downtime will not exceed 28 hours/year (1%) for the network and any peripherals.

Performance Measures		FY02	FY03	FY04
1	Amount of user downtime Status : In Process	28	28	28

**Objective # 2** No security breaches will occur through the enhancement of virus checking and department data security policy revisions.

Performance Measures		FY02	FY03	FY04
1	Number of security breaches Status : In Process	0	0	0

